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ABSTRACT

This reference guide was designed to assist business, marketing, and management educators in locating textbook/instructional materials for use in teaching duty areas and task lists for grades 11-14. Duty areas and task lists are matched with selected textbook/instructional publications for the secretarial, general office clerk, and information processing curriculum clusters. Sixteen duty areas are included from these three clusters: (1) preparing client documents; (2) preparing court documents; (3) taking and transcribing dictation; (4) editing and correcting documents, records, and files; (5) coordinating and performing activities for employer; (6) filing materials manually; (7) performing financial activities; (8) inputting and storing documents and files; (9) preparing medical records and insurance forms; (10) maintaining office equipment; (11) maintaining office supplies and forms; (12) organizing and planning; (13) printing, distributing, and receiving output; (14) performing clerical activities; (15) processing mail; and (16) typewriting activities. A master list of 195 sources of data is included. A matrix of the 195 textbook/instructional materials classified by duty area is included. The bulk of this document contains selected duty areas and task lists identified with the 195 textbooks/instructional materials. Each entry includes these elements: (1) author's last name; (2) complete reference and reference number; (3) textbook/instructional materials number; and (4) duty area(s), its task name, and its page or job number in the source. (NLA)

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Reference Guide for Teaching Selected Duty Areas from Business, Marketing and Management Occupations

Illinois
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REFERENCE GUIDE FOR TEACHING SELECTED DUTY AREAS FROM BUSINESS, MARKETING AND MANAGEMENT OCCUPATIONS

prepared for the
Illinois Plan for Business, Marketing
and Management Education
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Illinois State Board of Education
Department of Adult, Vocational
and Technical Education
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PREFACE

The Reference Guide is part of the Illinois Plan for Business, Marketing and Management Education. The guide was developed to assist secondary, postsecondary and adult occupational teachers in locating textbook/instructional materials for use in teaching selected duty areas and task lists which are part of the Education for Employment System.

The duty areas and task lists utilized were selected from those prepared under contract with the Illinois State Board of Education/Department of Adult, Vocational and Technical Education ("Illinois Competency Based Vocational Education Project," contract number PS-10-130).

The guide was produced through the efforts of business, marketing and management educators and personnel of publishing companies who supplied the textbook/instructional materials. The contributions of these educators and publishers are to be commended.

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INTRODUCTION

This Reference Guide was designed and prepared to assist business, marketing and management educators in locating textbook/instructional materials for use in teaching duty areas and task lists. Duty areas and task lists are matched with selected textbook/instructional publications for the Secretarial, General Office Clerk and Information Processing curriculum clusters.

The duty areas and task lists utilized were taken from the Illinois State Board of Education/Department of Adult, Vocational and Technical Education (ISBE/DAVTE) Education for Employment Task Lists. The textbook/instructional materials used are copyrighted materials from publishing companies which service the business, marketing and management education areas. The Reference Guide primarily includes preparation level textbook/instructional materials typically taught in grades 11-14. Orientation level information usually offered in grades 9-10 is generally not included.

Sixteen duty areas are included from the Secretarial, General Office Clerk and Information Processing curriculum clusters. The 16 duty areas selected are:

A. Preparing Client Documents
B. Preparing Court Documents
C. Taking and Transcribing Dictation
D. Editing and Correcting Documents, Records and Files
E. Coordinating and Performing Activities for Employer
F. Filing Materials Manually
G. Performing Financial Activities
H. Inputting and Storing Documents and Files
I. Preparing Medical Records and Insurance Forms
J. Maintaining Office Equipment
K. Maintaining Office Supplies and Forms
L. Organizing and Planning
M. Printing, Distributing and Receiving Output
N. Performing Clerical Activities
O. Processing Mail
P. Typewriting Activities

These 16 duty areas are primarily skill development in nature; the duty areas excluded are generally managerially oriented. Therefore, the 16 duty areas included in the Reference Guide are primarily to help prepare for functioning in an office but not to prepare for being an office manager.

To reduce or eliminate duplication of tasks, all task lists for duty areas common to Secretarial, General Office Clerk and Information Processing curriculum clusters are combined into a single condensed task list. For example, if a task is included in more than one curriculum cluster, textbook/instructional material is recommended for use in teaching that task in all identified curriculum clusters.

An informal survey of several business, marketing and management education teachers indicated a unanimous preference for a single condensed list to assist in selection of textbook/instructional materials for use in teaching various duty areas and task lists. The single condensed task list provides a more usable and efficient Reference Guide.

A list of publishers was developed from rosters of convention exhibitors, library information, suggestions from business, marketing and management teachers and personal knowledge of the area. Publishers were contacted by telephone, by letter and in person.

Requests for examination copies of materials did not identify specific publications. Personnel of publishing companies provided the materials they considered appropriate for use in teaching the 16 duty areas. A limited number of textbooks were received which were primarily orientation level, and some were managerially oriented and more appropriate for higher level instruction. These publications are included in the Reference Guide.

Generally textbook/instructional materials are for regular curriculum usage as opposed to special needs curricula.

Several business, marketing and management teachers assisted with preparation of the Reference Guide by matching duty area and task lists with textbook/instructional materials. Individual worksheets matching duty area and task lists with textbook/instructional materials were prepared for each publication.

Major components of the Reference Guide for Teaching Selected Duty Areas from Business, Marketing and Management Occupations are a master list of sources of data from publishers, a matrix of textbook/instructional materials showing the duty areas included, and a reference section indicating duty areas and tasks included in each publication.

MASTER LIST OF SOURCES OF DATA

1. Albertson, D., & Hoyt, C. F. (1989). RPM Unlimited: A business machines practice set (3rd ed.). New York: Gregg Division/ McGraw-Hill. [24]*

2. Allen, W. W., & Klooster, D. H. (1989a). Computerized payroll procedures (2nd ed.). Cincinnati: South-Western. [27]

3. Allen, W. W., & Klooster, D. H. (1989b). Computerized record keeping & bookkeeping. Cincinnati: South-Western. [30]

4. Arntson, L. J., & Auvil, M. S. (1989). MS/PC DOS on the IBM PC and compatibles: Concepts, exercises, and applications. Boston: PWS-Kent. [34]

5. Atkinson, P. S., & VanHuss, S. H. (1985). Typewriting office practice: Tronics, Inc. (7th ed.). Cincinnati: South-Western. [36]

6. Bartholome, L. W., & Holmes, M. B. (1984a). Basic keyboarding applications: Centering, tables, & forms. Cincinnati: South-Western. [39]

7. Bartholome, L. W., & Holmes, M. B. (1984b). Basic keyboarding applications: Letters & memos. Cincinnati: South-Western. [41]

8. Bate, M. D., & Casey, M. C. (1981). Legal office procedures (2nd ed.). New York: Gregg Division/McGraw-Hill. [43]

9. Baynes, B., & Tower, S. (1987). Heritage Park Legal Associates: A legal typing simulation. Boston: Houghton Mifflin. [49]

10. Bennett, J. C., & Wanous, S. J. (1988). Professional & personal keyboarding & typewriting (6th ed.). Cincinnati: South-Western. [53]

11. Blanc, I. (1989). Skill building exercises for the word processor (2nd ed.). New York: Dication Disc. [57]

12. Blanc, I., & Hildebrandt, E. (1988). Database. New York: Dictation Disc. [60]

13. Blanc, I., & Hildebrandt, E. J. (1987). Quick reference guide: DisplayWrite 3 IBM PC. New York: Dictation Disc. [62]

14. Blanc, I., & Vento, C. (1986). Spreadsheets skill building exercises and applications New York: Dictation Disc. [63]

* Page number to locate the publication in the Selected Duty Areas and Task Lists Identified with Textbook/Instructional Materials section of the guide.

15. Bogle, M. A. (1985a). Reading proofreaders' marks. Baltimore: Rowe. [66]

16. Bogle, M. A. (1985b). Using proofreaders' marks. Baltimore: Rowe. [69]

17. Bogle, M. A. (1986). Proofreading for business. Baltimore: Rowe. [72]

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21. Brendel, S. (1988b). The class filer starter package (for IBM). Portland, ME: J. Weston Walch. [84]

22. Briggaman, J. S. (1989). The Educational Resource Center: An authentic rough draft simulation. Cincinnati: South-Western. [86]

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24. Brooks, L. D. (1988). ConsultaMation, Inc.: Word processing practice set (2nd ed.). New York: Gregg Division/McGraw-Hill. [93]

25. Brother, M., & Rosen, P. (1988). Accounting applications for spreadsheets. New York: Dictation Disc. [96]

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27. Bux, W. E. (1988). Data entry activities for the microcomputer (2nd ed.). Cincinnati: South-Western. [102]

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29. Camp, S. C. (1985). Developing editing skill. New York: Gregg Division/McGraw-Hill. [107]

30. Carlock, L. L. (1985). The electronic office & you: Managing your productivity. New York: Gregg Division/McGraw-Hill. [109]

31. Casady, M. J. (1988). Word/information processing concepts: With applications (3rd ed.). Cincinnati: South-Western. [112]

32. Chapey, G. (1989). Developing speaking skill. New York: Gregg Division/McGraw-Hill. [115]

33. Chesebrough, D. (1988). Appleworks in your classroom: A student introduction. Portland, ME: J. Weston Walch. [117]

34. Chiri, J. A., Kutsko, J. P., Seraydarian, P., & Stoddard, T. D. (1989a). Houghton Mifflin information processing: Keyboarding, formatting, and applications mastery--complete course (2nd ed.). Boston: Houghton Mifflin. [119]

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MATRIX OF TEXTBOOK/INSTRUCTIONAL MATERIALS CLASSIFIED BY DUTY AREA

How to Read Matrix

In the Matrix a number is assigned to each book, and a letter is assigned to each duty area. The number assigned to a book is the same number assigned to that book in the Master List of Sources of Data (page 4). The letters assigned to duty areas are as follows:

A. Preparing Client Documents
B. Preparing Court Documents
C. Taking and Transcribing Dictation
D. Editing and Correcting Documents, Records and Files
E. Coordinating and Performing Activities for Employer
F. Filing Materials Manually
G. Performing Financial Activities
H. Inputting and Storing Documents and Files
I. Preparing Medical Records and Insurance Forms
J. Maintaining Office Equipment
K. Maintaining Office Supplies and Forms
L. Organizing and Planning
M. Printing, Distributing and Receiving Output
N. Performing Clerical Activities
O. Processing Mail
P. Typewriting Activities

For example, Book 1 in the Matrix (page 18) refers to the first listing in the Master List of Sources of Data:

> Albertson, D., & Hoyt, C. F. (1989). *RPM Unlimited: A business machines practice set* (3rd ed.). New York: Gregg Division/McGraw-Hill.

This book includes materials which may be utilized in teaching the duty areas indicated in the Matrix with an "x." Following the letter assignment listed above, the duty areas found in Book 1 are: (D) Editing and Correcting Documents, Records and Files, (G) Performing Financial Activities, (H) Inputting and Storing Documents and Files, (M) Printing, Distributing and Receiving Output and (N) Performing Clerical Activities.

Publishers supplied a few publications which did not completely comply with criteria for inclusion. These publications were not directly identified with any specifc duty area but are included in the Matrix with the notation "not applicable" entered under Duty Area. For further information consult the listing for these publications in the Selected Duty Areas and Task Lists Identified with Textbook/Instructional Materials portion of the guide.

Matrix of Textbook/Instructional Materials Classified by Duty Area

Matrix

	DUTY AREA															
BOOK	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1				x			x	x					x	x		
2				x			x	x					x			
3				x			x	x				x	x	x		
4				x				x					x			
5				x	x		x				x	x		x		x
6																x
7								x								x
8	x	x	x	x	x	x	x	x			x		x	x		x
9	x	x		x				x					x			x
10				x				x					x		x	x
11				x				x					x			x
12				x				x					x			
13	not applicable															
14				x			x	x					x			
15				x				x					x			x
16				x				x					x			x
17				x												
18				x		x		x				x	x			x
19	x	x		x		x		x							x	x
20				x				x					x			
21				x				x					x			
22				x	x			x		x			x			x
23				x				x					x			
24	x			x				x					x	x		
25				x			x	x					x			
26	x			x	x			x								x
27				x		x	x	x					x			
28				x												
29				x												
30				x	x					x	x	x		x		
31				x	x			x		x			x	x		
32					x									x		
33				x				x					x			
34	x	x		x			x	x	x				x			x
35				x				x					x		x	x
36	x	x		x				x	x				x		x	x
37				x				x					x			x
38				x				x					x		x	
39				x	x	x	x			x		x		x		x
40	x			x				x					x	x	x	x
41				x				x					x			

Matrix of Textbook/Instructional Materials Classified by Duty Area

BOOK	DUTY AREA															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
42				x			x	x			x	x	x	x		
43				x				x					x			
44				x				x					x			
45	not applicable															
46	not applicable															
47						x										
48	x	x		x		x		x				x	x	x		x
49					x		x		x						x	x
50	x	x														x
51				x			x	x					x			x
52	not applicable															
53				x	x			x				x	x	x		x
54								x								x
55	x	x		x				x	x							x
56				x				x					x			
57				x				x					x		x	
58	x	x					x		x							x
59	not applicable															
60				x				x					x		x	x
61				x												
62	x	x	x													x
63	x	x		x				x					x			x
64						x										
65						x										
66						x										
67			x	x	x	x	x	x		x	x	x	x	x	x	x
68				x	x			x					x			
69				x				x					x			
70	not applicable															
71						x										
72						x										
73				x				x					x			x
74				x	x			x				x	x			
75			x	x		x	x	x					x	x	x	
76						x										
77						x										
78	x	x		x		x	x	x			x		x			x
79						x										
80								x	x				x			
81				x			x	x		x			x			x
82				x		x	x	x	x				x			
83	x			x				x					x		x	x
84				x				x					x			
85				x				x					x			

Matrix of Textbook/Instructional Materials Classified by Duty Area

BOOK	DUTY AREA															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
86								x								x
87				x				x								x
88				x				x								x
89																x
90						x								x	x	
91			x	x		x		x					x	x	x	x
92								x								x
93				x	x	x	x							x		
94				x	x	x	x		x			x		x		x
95				x		x					x		x			x
96				x				x					x			x
97				x												
98				x				x					x			x
99			x	x		x		x					x	x	x	x
100				x				x					x			x
101	x			x				x					x			x
102				x				x					x			
103				x		x						x		x		
104				x			x	x					x			
105				x	x	x		x		x	x	x	x	x	x	
106	not applicable															
107				x		x	x	x			x		x	x		x
108							x									
109				x			x	x					x			
110			x	x	x	x	x	x			x		x	x	x	x
111	x			x		x	x	x					x	x	x	x
112			x	x												x
113				x				x					x			x
114	x	x		x		x	x	x	x				x	x		x
115				x				x					x			
116	x		x	x	x	x	x	x		x	x	x	x	x	x	x
117				x		x		x				x		x		
118	x			x				x								x
119	not applicable															
120	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x
121				x	x	x	x	x			x		x	x	x	x
122				x	x		x	x				x	x	x	x	x
123	x	x		x	x	x	x					x		x		x
124				x	x	x	x	x				x	x			x
125				x	x	x	x	x					x	x	x	x
126				x				x					x			x
127														x		
128		x	x	x				x				x	x	x		x
129				x	x							x	x	x		x

Matrix of Textbook/Instructional Materials Classified by Duty Area

	DUTY AREA															
BOOK	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
130	x		x	x	x	x	x	x		x	x	x	x	x	x	x
131				x												
132			x	x	x	x	x	x		x		x	x	x	x	x
133	x	x	x	x	x	x	x	x		x	x	x	x	x	x	x
134				x												x
135	x			x	x		x	x	x			x	x			x
136				x	x		x	x				x	x			x
137			x	x	x	x	x	x		x	x	x	x	x	x	x
138			x	x			x	x	x				x			x
139			x	x				x					x			x
140			x	x												
141			x	x		x		x				x	x	x		x
142				x				x				x				x
143	not applicable															
144	not applicable															
145				x				x					x			x
146	x	x		x				x	x				x			
147				x			x					x				
148	x			x				x								x
149	x			x										x		x
150				x				x					x		x	
151				x				x				x	x			x
152				x				x					x			x
153	x						x							x	x	x
154				x			x	x					x			x
155				x				x					x			x
156			x													x
157				x				x					x			
158				x				x					x	x		
159				x				x					x			x
160			x													x
161				x												
162				x				x								
163				x				x					x			x
164	x	x		x				x					x			x
165			x			x		x								x
166			x													
167	not applicable															
168							x									
169				x				x	x				x			x
170	not applicable															
171	not applicable															
172				x				x					x		x	
173				x			x	x					x			x

Matrix of Textbook/Instructional Materials Classified by Duty Area

	DUTY AREA															
BOOK	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
174									x				x			x
175				x			x	x					x	x		
176						x										
177				x			x	x					x			
178				x			x	x		x			x			
179						x										
180				x			x	x					x			
181	x			x		x	x	x				x	x	x		x
182	x			x			x	x					x	x	x	
183	not applicable															
184			x	x	x	x		x		x	x	x	x	x	x	x
185				x				x					x			
186	not applicable															
187			x					x								x
188		x			x					x		x		x		
189	x						x	x					x			x
190	x		x	x	x	x	x	x				x	x	x	x	x
191				x		x	x							x		
192	not applicable															
193			x													
194			x													
195			x													

SELECTED DUTY AREAS AND TASK LISTS IDENTIFIED WITH TEXTBOOK/INSTRUCTIONAL MATERIALS

How to Read

A standard format is utilized for identifying the selected duty areas and task lists covered in the textbook/instructional materials. All pages begin with the header "Duty Areas/Task Lists/Instructional Materials." At the top right on the header line is a number and name identifying the publication being reviewed. The number refers to the number of publication in the Master List of Sources of Data, and the name refers to the last name of the first author of each publication.

The reference lines on the first page for each publication include a complete bibliographical reference plus an identification of the type of publication (for example, application or simulation) and the number of pages or jobs in the publication when possible. The ISBN number was included when available. The primary portion of the first page for each publication includes a list of all duty areas included in the Reference Guide. Each duty area is marked with an "X" in the "YES" column if the publication includes material which may be useful in teaching part or all of the tasks included in the duty area. If no material was located in the publication for use in teaching any part of the duty area, an "X" is placed in the "NO" column. If the publication does not include instructional material for any of the duty areas included in the Reference Guide, a note at the bottom of the page gives a brief explanation of what is included in the publication.

The second and all succeeding pages for each publication match the duty areas and task names with page numbers, job numbers or packet numbers identifying location in the publication where material may be located for instructional use. Duty areas and task names are included in this portion of the guide only if instructional material is included in the publication. Some books include material which may apply to more than one curriculum cluster. For example, some typewriting books include material which may also be utilized in information processing; however, the books may or may not provide information on how to use the material in an information processing class. In the duty areas "Inputting and Storing Documents and Files" and "Typewriting Activities," keying from printed copy (arranged or unarranged) may be included under the task "Key (or Type) from longhand or edited rough draft."

REFERENCE: ISBN 0-07-000962-7

Albertson, D., & Hoyt, C. F. (1989). RPM Unlimited: A business machines practice set (3rd ed.). New York: Gregg Division/McGraw-Hill. (Simulation/workbook, 320 forms).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	26-28
Verify data and correct errors	10-12

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	10-12, 13-15
payments	16-19
accounts payable invoices	16-19
requisitions prepared by others	7-9
Prepare business forms manually	
itemized bills, invoices or statements	5-6, 10-12, 13-15, 16-19
bank deposits	15, 17
Control inventory using calculator	
merchandise	4, 5, 6, 7-9
Prepare business forms using calculator	
payroll	14-15, 20-22
financial statements	7-9, 23-25
Reconcile forms	
cash count with payments	10-12
bank statements	16-19
Approve bills for payments	16-19

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	26-28
Input data	
into spreadsheet formats	29-30
from source documents	27
into graphs and charts	29-30
into database files	27, 29-30
Maintain computer files	
store repetitive material	27
Key correspondence from longhand or edited rough draft	26-28, 29-30
Key meeting minutes from longhand or edited rough draft	28
Key tabular information	28

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	26-28, 29-30

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
duplicate materials on photocopier	28
compile worker production log	26-28
compile documents and batch tickets for daily entry	4-19
maintain payroll processing procedures manual	20-23

REFERENCE: ISBN 0-538-60038-1

Allen, W. W., & Klooster, D. H. (1989a). Computerized payroll procedures (2nd ed.). Cincinnati: South-Western. (Application, 121 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	57-70, 71-86, 87-106, 107-110
Maintain files	
add new record to files	25
update existing records in files	25, 49, 50, 51

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using computer	
payroll	57-70, 71-86, 87-106, 107-110

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	57-70, 71-86, 87-106, 107-110
Maintain computer files	
store documents on disks	25, 49, 50, 51, 57-70, 71-86, 87-106, 107-110

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	51, 54, 57-70, 71-86, 87-106, 107-110
Print information according to sort criteria	49

REFERENCE: ISBN 0-538-02090-3

Allen, W. W., & Klooster, D. H. (1989b). Computerized record keeping & bookkeeping. Cincinnati: South-Western. (Application, 306 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	67-68, 79, 85
Maintain files	
add new record to files	66-67, 79, 85, 255-256, 268-269
update existing records in files	67, 71-73, 79, 85, 95-98, 103-104, 109-110, 125-126, 133-134, 139-140, 154-155, 159-160, 165-166, 175-177, 186, 189-190, 201-208, 215, 223, 232-233, 238, 242, 254

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	116, 134, 195, 214-215, 222, 233
payments	146-148, 160, 166, 174-175, 198, 214-215, 222-223
accounts payable invoices	146-147, 160-166, 197, 214-215, 222-223
Prepare business forms manually	
itemized bills, invoices or statements	93-94, 103-104, 109-110
quarterly tax reports	261-262, 270, 285
Process forms using computer	
financial statements	178-182, 186, 190, 208, 216, 224
Control inventory using computer	
merchandise	92-93, 104, 110

DUTY AREA: Performing Financial Activities (Continued)

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
payroll	249-252, 268-269, 282-284
Reconcile forms	
bank statements	21-28, 33-38
Process journal entries manually	
make journal entries	200-201, 231-232, 238, 242
Draft budget estimates	42-43, 46, 57, 61

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	94, 103, 109, 117, 118, 134, 140, 151-152, 160, 166, 175-177, 186, 190, 203-208, 215, 223, 232, 233, 238, 242, 255-256, 267-269, 282-284
into database files	97, 104

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	4-8, 299-300, 301-306

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	27-28, 34, 38, 51, 58, 69-70, 80, 86, 98, 104, 121, 127, 135, 141, 150, 155, 161, 167, 178-182, 186, 190, 208, 216, 224, 234, 238, 243, 257, 262, 270, 285

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use perform data protection procedures during power failure	12

REFERENCE: ISBN 0-534-91762-3

Arntson, L. J., & Auvil, M. S. (1989). MS/PC DOS on the IBM PC and compatibles: Concepts, exercises, and applications. Boston: PWS-Kent. (Concept/application, 342 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
search and replace text	149-153, 161-162
Maintain files	
rename files	63, 69, 131, 285
maintain backup files	32, 226, 229
copy one disk to another	89-92, 97-98
add data to backup files	59, 65, 69, 133, 141, 143-144
delete data from backup files	66, 67, 98, 132, 143-144

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Initialize disks	46, 53, 283
Maintain computer files	
create backup files	12, 59, 69, 143, 162, 210, 226
store documents on disks	50

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	40, 64, 69, 83, 97, 103-104, 107, 111-112, 125, 143, 161-162, 177, 189, 203, 211, 219-220, 237-239, 257, 270, 305
Separate continuous-feed forms or paper	69, 83

5. Atkinson

REFERENCE:

ISBN 0-538-11890-3

Atkinson, P. S., & VanHuss, S. H. (1985). Typewriting office practice: Tronics, Inc. (7th ed.). Cincinnati: South-Western. (Simulation, 41 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-41, 11, 12, 16, 17, 29

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	15
arrange itineraries	16
prepare meeting agenda	18
Prepare documents	
minutes of meetings	21

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
financial statements	18

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare cost justification for purchase of office supplies	11, 16

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards	
establish clerical/administrative services production standards	12, 16
establish clerical/administrative services chargeback costs	12, 16

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
verify calculations	11

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase orders/order entry forms	12
news releases	19, 33
sales/shipping status reports	13
Type letters from longhand or edited rough draft	12, 14-15, 19, 25, 36-39
Type memos from longhand or edited rough draft	17, 18, 23, 26, 29, 30, 37
Type tables from longhand or edited rough draft	18, 22, 31
Type technical reports from longhand or edited rough draft	28, 40
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	24
Type statistical reports from longhand or edited rough draft	13

REFERENCE: ISBN 0-538-20371-4

Bartholome, L. W., & Holmes, M. B. (1984a). *Basic keyboarding applications: Centering, tables, & forms*. Cincinnati: South-Western. (Specialized application, 123 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	43-69
purchase requisitions	52
purchase orders	51, 54
invoices	55
requests for quotation	53
voucher checks	56-57
job applications	64-67
Type tables from longhand or edited rough draft	19-42
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	46-50, 62-63
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	43-45

REFERENCE: ISBN 0-538-20372-2

Bartholome, L. W., & Homes, M. B. (1984b). Basic keyboarding applications: Letters & memos. Cincinnati: South-Western. (Specialized application, 140 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-70
Key correspondence from longhand or edited rough draft	1-70

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	13-70
Type memos from longhand or edited rough draft	2-11

REFERENCE: ISBN 0-07-004058-3

Bate, M. D., & Casey, M. C. (1981). *Legal office procedures* (2nd ed.). New York: Gregg Division/McGraw Hill. (Simulation, 307 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	75
Prepare codicils	109
Prepare wills	108
Prepare deeds on preprinted forms	84
Prepare mortgages on preprinted forms	86
Prepare powers of attorney on preprinted forms	77
Prepare corporation documents	
articles of incorporation	94

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare papers	
for adoption	232
for probate court	155, 157, 158
Prepare complaints	
from sample forms	174
from dictation	177
Prepare answers	
answers	133, 194
counterclaims	185

DUTY AREA: Preparing Court Documents (Continued)

TASK NAME	PAGE NUMBER
Prepare other court documents	
affidavits	79
affidavits for motions and notices	145
briefs	218, 221
judgments	204, 206
motions and notices	144
public notices	160
orders	149
subpoenas	192, 193
summons	175, 177
findings of facts and decrees for dissolution of marriage	228
final settlements of estates	165
depositions	194

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation	
from recorded media	30, 38

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	67-68, 221

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	251
schedule appointments or meetings	247, 249
maintain appointment book	25, 110
arrange itineraries	252
prepare meeting agenda	249

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	50, 56
Sort materials	
for alphabetic filing	56, 67-68
for numeric filing	56, 67-68
File materials	
with alphabetic filing system	56, 67-68
with numeric filing system	56, 67-68
Establish filing systems	
complete cross-reference sheet	49
Maintain filing system procedures	
apply established records retention policies	50

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
accounts payable invoices	64
Prepare business forms manually	
itemized bills, invoices or statements	65, 68, 261
bank deposits	258
Control petty cash funds	63, 68

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	75, 77, 79, 84, 86, 94, 108, 109, 133, 144, 145, 149, 155, 157, 158, 160, 165, 174, 175, 177, 185, 192-194, 204, 206, 218, 221, 228, 232
Key correspondence from longhand or edited rough draft	87
Key business reports or manuscripts from longhand or edited rough draft	38, 40, 67-68

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies	
equip work station with supplies	67, 110, 167, 209, 267

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	38, 40, 68, 87

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
duplicate materials on photocopier	36, 65
collate and bind documents	138
maintain payroll procedures manual	264
Process incoming telephone calls	20, 68, 111

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	75, 77, 79, 84, 86, 94, 108, 109, 133, 144, 145, 149, 155, 157, 158, 160, 165, 174, 175, 177, 185, 192-194, 204, 206, 218, 221, 228, 232
telegraph messages	91
Type letters	
from longhand or edited rough draft	87
from machine transcription	38, 68, 111
Type memos from machine transcription	40, 58, 111
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	49, 111
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	54

REFERENCE: ISBN 0-395-38533-4

Baynes, B., & Tower, S. (1987). Heritage Park Legal Associates: A legal typing simulation. Boston: Houghton Mifflin. (Simulation, 158 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	41, 47, 49-50, 53-54, 57-58, 63-64, 91-92
Prepare bills of sale	59, 75-76, 83-84, 85
Prepare codicils	65-66
Prepare wills	43-44, 87-88
Prepare contracts	45
Prepare deeds	47, 89-90
Prepare leases	51-52, 59-60, 63, 85
Prepare promissory notes	55-56
Prepare powers of attorney	85

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare papers for child support	81-82
Prepare complaints	67-68, 79-80
Prepare petitions and certificates for dissolution of marriage	75, 61-62, 81-82
Prepare other court documents	
affidavits	69-70
motions	69-70
findings of facts and decrees for dissolution of marriage	63, 81-82
final settlements of estates	71-72, 77-78, 79

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	47-48, 49-50, 61-62, 65-66, 67-68, 69-70, 71-72, 77-78, 81-82, 87-88
insert text	53-54, 73, 85
Maintain files	
add new record to files	91-92, 93-94, 95-96

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	39-40, 43-44, 45-46, 47-48, 55-56, 59-60, 61-62, 63, 65-66, 67-68, 69-70, 71-72, 73, 75-76, 77-78, 79, 81-82, 85
Key correspondence from longhand or edited rough draft	41-42, 45-46, 47, 53-54, 73, 75-76, 79-80, 91-92, 93-94, 95-96

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	39-40, 41-42, 43-44, 45-46, 47-48, 53-54, 55-56, 59-60, 61-62, 63, 65-66, 67-68, 71-72, 73, 75-76, 79-80, 81-82, 85, 87-88, 91-92, 93-94, 95-96

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms legal documents	39-98
Type letters from longhand or edited rough draft	41, 45, 53-54, 73, 79-80, 91-92, 93-94, 95-96
Type memos from longhand or edited rough draft	41, 63, 73, 75

10. Bennett

ISBN 0-538-20342-0

REFERENCE:

Bennett, J. C., & Wanous, S. J. (1988). *Professional & personal keyboarding & typewriting* (6th ed.). Cincinnati: South-Western. (Application, 174 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	xvii, 21, 66, 117 or as directed by instructor

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DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	54-61, 70-71, 110, 161, 174
Key correspondence from longhand or edited rough draft	xi, xviii, 49, 78, 81, 75-92, 116-143, 162, 172, 173, 174
Key business reports or manuscripts from longhand or edited rough draft	89, 92, 93-105, 151, 154-160, 162, 170-171
Key meeting minutes from longhand or edited rough draft	73-74, 168-169, 174
Key agenda from longhand or edited rough draft	73
Key news release from longhand or edited rough draft	165, 166, 174
Key tabular information	xvii, xv, 54, 57, 106-114, 144-151, 173
Key itinerary	165-167, 174
Key resume	89-91

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	as directed by instructor

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail	81, 85, 88, 120, 121, 123

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
news releases	165-166
resumes	89-90, 91
Type letters from longhand or edited rough draft	78-79, 81-85, 92, 121-123, 125-129, 131-136, 174
Type memos from longhand or edited rough draft	140-143, 162, 173, 174
Type tables from longhand or edited rough draft	112-114, 146-151, 162, 173
Type technical reports from longhand or edited rough draft	63-64, 67-68, 99-103, 105, 155-157, 159-160

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	101, 102, 104, 105, 155-158, 160, 170
Type outlines from longhand or edited rough draft	69-70, 72
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	86, 88, 96-96, 109

REFERENCE: ISBN None

Blanc, I. (1989). *Skill building exercises for the word processor* (2nd ed.). New York: Dictation Disc. (Application, 220 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	16-33, 35-65, 67-194
Manipulate text	
move (rearrange) text	57-61, 95-101, 145-146, 150-165, 210
search and replace text	152-165
insert text	16, 19-20, 23-33, 41-43, 46, 56-61, 64-65, 95-104, 108, 111, 134-136, 145-165, 187, 189-190, 210
delete text, files or records from storage	17-20, 23-33, 34, 66, 112, 171
insert end-of-line hyphens into text	118-120, 124-127
assemble documents from stored text	173, 176, 179, 181, 186-194, 217-219
prepare new document from existing documents	23-33, 41-47, 56-61, 64-65, 95-104, 108, 111, 134-136, 144-165, 178, 187-194, 210
Maintain files	
rename files	64-65
delete data from backup files	34, 66, 112, 171

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
create backup files	6-185
store documents on disks	6-185
Key correspondence from longhand or edited rough draft	40, 49-52, 55, 63, 106, 116, 119, 170, 177, 220

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key business reports or manuscripts from longhand or edited rough draft	124-127, 215-216
Key meeting minutes from longhand or edited rough draft	166-167
Key outlines from longhand or edited rough draft	201
Key tabular information	79, 81-82

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	10-13, 16-185
Print mailing labels or envelopes	150, 170, 176

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	40, 50-51, 63, 106, 116, 119, 170, 177, 220
Type memos from longhand or edited rough draft	49, 52, 53
Type tables from longhand or edited rough draft	79, 81-82
Type manuscripts from longhand or edited rough draft	124-127, 215-216
Type outlines from longhand or edited rough draft	201

REFERENCE: ISBN None

Blanc, I., & Hildebrandt, E. (1988). Database. New York: Dictation Disc. (Application, 105 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	44, 46-51, 56-63
Maintain files	
add new record to files	46-51, 56, 59-63, 79, 96
update existing records in files	43-51, 53, 56-63, 70-84

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into database files	18-34, 40, 47-51, 53-63, 70-71, 78, 87, 90, 91, 96, 99, 102
Maintain computer files	
store documents on disks	6-16, 18-34, 40, 43-51, 53-63, 70-71, 78, 88, 96, 100

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	23-28, 32-34, 51, 58, 63, 79, 88, 94, 97, 98, 100, 101
Print information according to sort criteria	36, 49, 61, 71, 73, 74, 75, 76, 77, 79, 88, 92, 96, 101, 103, 105

REFERENCE: ISBN None

Blanc, I., & Hildebrandt, E. J. (1987). Quick reference guide: DisplayWrite 3 IBM PC. New York: Dictation Disc. (Reference guide, 102 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication provides support materials for use with DisplayWrite 3 software.

REFERENCE: ISBN 0-936862-22-X

Blanc, I., & Vento, C. (1986). Spreadsheets skill building exercises and applications. New York: Dictation Disc. (Application, 121 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	59
insert text	54-59, 69, 74, 81, 82, 102-103
delete text, files or records from storage	55, 58, 66, 70, 75
Maintain files	
update data on spreadsheets	18-23, 27-34, 36-39, 44-50, 54-61, 65-70, 74-75, 78-82, 85, 100-105
rename files	104

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer financial statements	51-52, 54-58, 107-121
Control inventory using computer merchandise	59, 115
Draft budget estimates	46, 48, 78

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	11-16, 18-25, 27-32, 34, 36-42, 44-52, 54-61, 63-76, 78-85, 99-105, 107-121
into graphs and charts	87-94, 99, 109, 115, 117, 118, 119, 121
Maintain computer files	
store documents on disks	11-16, 18-25, 27-32, 34, 36-42, 44-52, 54-61, 63-76, 78-85, 87-94, 96-105, 107-121
revise spreadsheet formulas	36-38, 55, 59, 102

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	18-23, 39-42, 44-52, 55-61, 63-76, 78-80. 87-94, 96-99, 101, 104-105, 107-121
Print information according to sort criteria	96-99, 104, 108, 109, 117

REFERENCE: ISBN 0-88294-154-2

Bogle, M. A. (1985a). Reading proofreaders' marks. Baltimore: Rowe. (Application, 40 assignments).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	DOCUMENT NUMBER
Proofread documents for content, format and typographical errors	1-40

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	DOCUMENT NUMBER
Key documents from longhand or edited rough draft	2, 20, 28, 30, 37, 40
Key correspondence from longhand or edited rough draft	1, 5, 7, 8, 10, 11, 12, 13, 14, 15, 17, 18, 19, 21, 22, 24, 25, 26, 27, 29, 34, 35, 36, 38, 39
Key business reports or manuscripts from longhand or edited rough draft	4, 23
Key news release from longhand or edited rough draft	32, 33
Key tabular information	3, 6, 16, 19, 28, 31

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	DOCUMENT NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Separate continuous-feed forms or paper	4, 16, 23, 28, 31

DUTY AREA: Typewriting Activities

TASK NAME	DOCUMENT NUMBER
Type forms	
news releases	32, 33
Type letters from longhand or edited rough draft	1, 5, 7, 10, 11, 12, 13, 19, 22, 26, 27, 29, 35, 36, 38, 39
Type memos from longhand or edited rough draft	8, 14, 15, 17, 18, 21, 24, 25, 34, 36
Type tables from longhand or edited rough draft	3, 6, 19, 16, 31,
Type manuscripts from longhand or edited rough draft	4, 23

REFERENCE: ISBN 0-88294-156-9

Bogle, M. A. (1985b). *Using proofreaders' marks*. Baltimore: Rowe. (Application, 40 activities).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	ACTIVITY NUMBER
Proofread documents for content, format and typographical errors	1-40

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	ACTIVITY NUMBER
Key correspondence from longhand or edited rough draft	1-7, 9, 11-13, 15, 17-19, 21-22, 24-28, 30-33
Key business reports or manuscripts from longhand or edited rough draft	8-1 to 8-3, 10-1 to 10-3, 34
Key meeting minutes from longhand or edited rough draft	37
Key news release from longhand or edited rough draft	23, 36
Key tabular information	14, 16-1 to 16-2, 20-1 to 20-2, 29, 35

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	ACTIVITY NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-40

DUTY AREA: Typewriting Activities

TASK NAME	ACTIVITY NUMBER
Type forms	
schedules/menus	16, 20, 35, 40
menus	14, 20
news releases	36
Type letters from longhand or edited rough draft	1-5, 12-13, 17-19, 21-22, 27, 30-31, 38-39
Type memos from longhand or edited rough draft	6-7, 9, 11, 15, 24-26, 28, 32-33
Type tables from longhand or edited rough draft	14, 16-1 to 16-2, 20-1 to 20-2, 29, 35
Type manuscripts from longhand or edited rough draft	8-1, to 8-3, 10-1 to 10-3, 34
Type minutes from longhand or edited rough draft	37
Type outlines from longhand or edited rough draft	40

REFERENCE:

ISBN 0-88294-152-6

Bogle, M. A. (1986). Proofreading for business. Baltimore: Rowe. (Application, 96 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	8-9, 11-14, 16, 19-22, 24-27, 29-32, 34-35, 37-40, 42-46, 49-54, 56, 59-62, 64-65, 67-70, 72, 75-78, 80-81, 83-86

REFERENCE: ISBN 0-07-006903-4

Boyce, B. L. (1986). Mercury Systems, Inc.: Practice set in information processing for use with microcomputers, word processors, or conventional typewriters (2nd ed.). New York: Gregg Division/McGraw-Hill. (Simulation, 42 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	all jobs
Manipulate text	
move (rearrange) text	4, 5B, 6B, 11, 15B
search and replace text	2C, 4
insert text	4, 5B, 6B, 8B, 10A, 15B, 16C, 18
delete text, files or records from storage	5B, 6B, 8B, 15B
insert end-of-line hyphens into text	11
process text and data using integrated software	14, 15B, 16B
assemble documents from stored text (merge)	13C, 14, 15B
prepare new document from existing documents	2C, 4, 5B, 6B, 8B, 11, 13C, 14, 15B, 16B, 16C, 18

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Sort materials	
for alphabetic filing	12B
File materials	
with alphabetic filing system	12B

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	1A, 2B, 7, 8A, 10A
Input data	
into spreadsheet formats	17A
into graphs and charts	17A
into database files	12A
Maintain computer files	
store repetitive material (variable paragraphs)	13B
store documents on disks	all documents
Key correspondence from longhand or edited rough draft	13A, 15A, 16B, 17B
Key business reports or manuscripts from longhand or edited rough draft	2A, 3B, 5A, 9A, 9B, 9C
Key tabular information	6A, 16A

DUTY AREA: Organizing and Planning

TASK NAME	JOB NUMBER
Organize workflow	
plan office layout and workflow	8
prioritize work	1A

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print information according to sort criteria	12B

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms news release	10B
Type letters from longhand or edited rough draft	13A, 13C, 14, 15A, 15B
Type memos from longhand or edited rough draft	16B, 17B
Type tables from longhand or edited rough draft	6A, 6B, 7, 10A, 11, 16A, 16C, 18
Type manuscripts from longhand or edited rough draft	1A, 2A, 2B, 2C, 3B, 4, 5A, 5B, 8A, 8B, 9A, 9B, 9C
Type information on cards, such as postal cards, index cards, file cards or address-finder cards	12A
Type graphs from longhand or edited rough draft	17A

REFERENCE:

ISBN 0-574-20790-2

Branchaw, B. P., & Bowman, J. P. (1986). SRA reference manual for office personnel. Chicago: SRA. (Reference, 312 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	146

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare papers (documents)	146

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-221, 247-300

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials for alphabetic filing	29-37
Establish filing systems manual system	29-37

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents	1-221, 247-300
Key mailing labels	241
Key correspondence	106-125, 196-198
Key business reports or manuscripts	191-220
Key meeting minutes	132-136
Key outlines	41, 192-193, 203, 298
Key agenda	131-141
Key news release	131-141
Key tabular information	209-210

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail	
packages for shipping	112, 122, 124-126
specialized mail, such as registered, certified or insured mail	71, 112, 123-126
Maintain mailing lists	
distribution lists	240-241

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	136, 146
Type letters	105-130
Type memos	116, 126-129
Type manuscripts	191-220
Type technical reports	191-220
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes	194-195, 198, 203, 216-220
Type outlines	193
Type statistical reports	143-154, 190

REFERENCE: ISBN None

Brendel, S. (1988a). The class filer starter package (for APPLE). Portland, ME: J. Weston Walch. (Application, 26 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	20
Maintain files	
add new record to files	7, 11
update existing records in files	6, 7, 9, 20
rename files	11, 21
copy one disk to another	21

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into database files	10, 11
Maintain computer files	
store documents on disks	10

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print information according to sort criteria	as directed by instructor

REFERENCE: ISBN None

Brendel, S. (1988b). *The class filer starter package* (for IBM). Portland, ME: J. Weston Walch. (Application, 26 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	20
Maintain files	
add new record to files	7, 11
update existing records in files	6, 7, 9, 20
rename files	11, 21
copy one disk to another	21

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into database files	10, 11
Maintain computer files	
store documents on disks	10

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print information according to sort criteria	as directed by instructor

REFERENCE: ISBN 0-538-20112-6

Briggaman, J. S. (1989). *The Educational Resource Center: An authentic rough draft simulation*. Cincinnati: South-Western. (Simulation, 157 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-157
Manipulate text	
move (rearrange) text	15-20, 21-26, 41-46, 47-52, 117-120, 121-124, 125-130, 131-134, 135-140, 145-148, 149-154
insert text	5-10, 11-14, 47-52, 57-60, 61-64, 71-76, 87-92, 93-98, 141-143
Maintain files	
add new record to files	1-157
update existing records in files	1-157

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
prepare meeting agenda	81-86
Prepare documents	
travel expense vouchers	53-56, 99-102
Make arrangements for employer	
for meetings	1-4, 5-9

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-157
Key mailing labels	81-86
Input data	
from source documents	1-157
Maintain computer files	
create backup files	1-157
store documents on disks	1-157
Key correspondence from longhand or edited rough draft	1-4, 5-10, 11-14, 21-26, 35-40, 47-52, 57-60, 61-64, 65-69, 70-76, 77-80, 81-86, 87-92, 103-108, 109-112, 113-120, 125-130, 131-134
questionnaire	41-46
Key business reports or manuscripts from longhand or edited rough draft	15-20, 27-34, 53-56, 93-98, 99-102, 121-124, 135-140, 141-144, 145-148, 149-154, 155-157

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Schedule office equipment for routine maintenance	135-140

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single-sheet paper	1-157
Print mailing labels or envelopes	81-86

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
from longhand or edited rough draft	35-45, 53-56, 103-108
organizational charts	15-20
surveys	135-140
Type letters from longhand or edited rough draft	35-40, 61-64, 65-70, 71-76, 77-80, 125-130
Type memos from longhand or edited rough draft	5-10, 11-13, 21-26, 47-52, 57-60, 81-86, 87-92, 103-108, 109-112, 113-120, 131-134
Type tables from longhand or edited rough draft	99-102, 109-112, 141-143, 145-148
Type technical reports from longhand or edited rough draft	27-34, 93-98, 121-124, 131-134, 141-143, 149-154, 155-157
Type statistical reports from longhand or edited rough draft	145-148

REFERENCE: ISBN 0-07-008118-2

Brooks, L. D. (1986). *101 word processing exercises*. New York: Gregg Division/McGraw-Hill. (Application, 108 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-104
Verify data and correct errors	1-19, 20-43, 72, 82-83, 89, 102, 104
Manipulate text	
move (rearrange) text	40-43, 102, 104
search and replace text	33-39, 89-91
insert text	15-18, 24-25, 26-27, 28-29, 30, 43, 80-81
delete text, files or records from storage	21-30, 43, 70-71
prepare new document from existing documents	79, 80-81
Maintain files	
update existing records in files	67, 68, 71

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-19, 20-43, 44-63, 64-66, 71, 79, 80-81, 82-83, 86-87, 88, 102, 103
Input data	
into spreadsheet formats	84-85
from source documents	1-19, 20-43, 44-55, 56-62
Maintain computer files	
store documents on disks	1-101
Key correspondence from longhand or edited rough draft	97-101
Key tabular information	56-58, 63, 73-78, 88, 96

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-101 (equipment and instructor descretion)

REFERENCE: ISBN 0-07-008110-7

Brooks, L. D. (1988). ConsultaMation, Inc.: Word processing practice set (2nd ed.). New York: Gregg Division/McGraw-Hill. (Simulation, 86 pages, 40 jobs).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Preparing Client Documents

TASK NAME	JOB NUMBER
Prepare bills of sale	27

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	15
Manipulate text	
search and replace text	28
insert text	4, 18, 19, F, H
delete text, files or records from storage	4, 19, F, G
process text and data using integrated software	21
assemble documents from stored text	25, 26, 27, 29, H, I, J
prepare new document from existing documents	A, E, F, G

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	1, 2, 5, 22
Input data	
into spreadsheet formats	21
into graphs and charts	16, 21
Maintain computer files	
store repetitive material	24, 29
Key correspondence from longhand or edited rough draft	3, 6, 7, 8, 9, 14, 15, 17, 18, 20, B, C

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	JOB NUMBER
Key business reports or manuscripts from longhand or edited rough draft	28, 40
Key meeting minutes from longhand or edited rough draft	13, 15
Key outlines from longhand or edited rough draft	12
Key agenda from longhand or edited rough draft	19
Key news release from longhand or edited rough draft	23
Key tabular information	10, 11, 14, 20, 21, D

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	all jobs

DUTY AREA: Performing Clerical Activities

TASK NAME	JOB NUMBER
Prepare office for daily use prioritize work	30-39
Prepare documents for use by others duplicate materials on photocopier	8, 14, 18, 20

REFERENCE: ISBN None

Brother, M., & Rosen, P. (1988). Accounting applications for spreadsheets. New York: Dictation Disc. (Application, 104 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Maintain files	
update data on spreadsheets	7, 19, 21, 24, 31, 33, 35, 38, 45, 46, 47, 48, 49, 58, 59, 61, 67, 70, 71, 72, 73, 76, 78, 81, 83, 90, 91, 94, 97
update data on graphs and charts	74, 77, 79, 80, 100, 101, 102, 103

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
financial statements	22-29, 69-73, 89-99
Control inventory using computer	
merchandise	50-56
Reconcile forms	
bank statements	40-43

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	6-8, 10-40, 42-73, 75-76, 78, 81-94, 96-97, 99
into graphs and charts	74, 77, 79-80, 100-103

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	7-8, 10, 12, 15-17, 19, 24-29, 31-33, 35-40, 42, 44-49, 51-55, 59-69, 70-73, 75-76, 78, 81-83, 85-88, 90-92, 94, 96-97, 99

REFERENCE: ISBN None

Burdine, L. (1987). Creations, Inc.: An ad agency simulation for typists. Portland, ME: J. Weston Walch. (Simulation, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare corporation documents corporation minute books	25

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	5-29

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings arrange itineraries	28
Prepare documents minutes of meetings	25

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	7, 10, 21, 29
Key mailing labels	15
Key correspondence from longhand or edited rough draft	5, 9, 11, 12, 13, 14, 18
Key business reports or manuscripts from longhand or edited rough draft	19, 26-27

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key meeting minutes from longhand or edited rough draft	25
Key outlines from longhand or edited rough draft	16
Key news release from longhand or edited rough draft	23, 24

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	25
purchase orders	29
invoices	21, 22
news releases	23, 24
personal data sheets	7, 8
advertising copy	23
minutes	25
itineraries	28
Type letters from longhand or edited rough draft	5, 9, 11, 14, 18
Type memos from longhand or edited rough draft	12, 13, 20, 24
Type manuscripts from longhand or edited rough draft	19, 26, 27
Type outlines from longhand or edited rough draft	16
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	17
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	15

REFERENCE: ISBN 0-538-10060-5

Bux, W. E. (1988). *Data entry activities for the microcomputer* (2nd ed.). Cincinnati: South-Western. (Application, 373 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Maintain files	
update existing records in files	8, 38, 57, 75, 105, 135, 164, 190, 212, 242, 266, 297, 326

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	135
for numeric filing	8, 38, 57, 75, 105, 164, 190, 212, 242, 266, 297, 326

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Control inventory using computer	
merchandise	38, 57, 326

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	8, 38, 57, 75, 105, 135, 164, 190, 212, 242, 266, 297, 326
Initialize disks	367
Maintain computer files	
store documents on disks	8, 38, 57, 75, 105, 135, 164, 190, 212, 242, 266, 297, 326

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	8, 38, 57, 75, 105, 135, 164, 190, 212, 242, 266, 297, 326

REFERENCE: ISBN 0-395-34819-6

Byfield, J. S. (1985). Help with business English. Boston: Houghton Mifflin. (Principle/application, 108 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-106

This publication is a consumable, self-instructional textbook/workbook for teaching/learning the fundamentals of basic English grammar. The material is designed to supplement all Business English courses. Included in the publication are the following units:

Nouns and Pronouns
Verbs, Adjectives and Adverbs
Prepositions, Conjunctions and Interjections
Sentence Structure
Usage
Commonly Confused Words
Commonly Misspelled Words

REFERENCE: ISBN 0-07-009638-4

Camp, S. C. (1985). Developing editing skill. New York: Gregg Division/ McGraw Hill. (Application, 172 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	21, 22, 25, 27, 33, 34, 35, 36, 57, 58, 59, 60, 61, 62, 68, 71, 79, 80, 89, 133, 134, 135, 136, 137, 138
Verify data and correct errors	63, 64, 78, 90, 97, 98, 111, 112, 122, 123, 124, 141, 142, 144, 145

REFERENCE: ISBN 0-07-027978-0

Carlock, L. L. (1985). *The electronic office & you: Managing your productivity*. New York: Gregg Division/McGraw-Hill. (Application, 184 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	31-33, 138, 139

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	98-99
schedule appointments or meetings	97, 165, 175
maintain appointment book	95, 163-164
prepare daily schedule of appointments	95, 161
arrange itineraries	99, 177
prepare meeting agenda	105
Prepare documents	
minutes of meetings	105, 168
Make arrangements for employer for meetings	167

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs	
for work stations furniture	71, 76-78

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies	
equip work station with supplies	83
store supplies	84-85

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	68, 71, 153, 155-156
establish system to prioritize work	90-92, 161
prioritize work	89
Maintain positive public relations	
train users of clerical/administrative services	102-103
Establish and update procedures and standards	
establish procedures for use of clerical/ administrative services	101-106, 163-166
establish clerical/administrative services production standards	127-128, 174

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	84-85
prioritize work	89
Prepare documents for use by others	
follow procedures to maintain confidentiality of data	54
Process mail	
incoming	110-111

REFERENCE: ISBN 0-538-23620-5

Casady, M. J. (1988). Word/information processing concepts: With applications (3rd ed.). Cincinnati: South-Western. (Principle/application, 282 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	66, 72, 96-97, 100, 122, 125, 126, 187-190, 220-223
Manipulate text	
move (rearrange) text	251, 252, 253, 254
search and replace text	271-273
insert text	69
delete text, files or records from storage	68, 70, 223, 254

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Review technical journals for articles of interest	269

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	42, 70-72 98, 99, 100, 125, 126, 152, 191-194, 221, 271, 272
Input data	
into database files	192, 194
Maintain computer files	
store repetitive material	191, 193
store documents on disks	43, 71, 72, 98, 99, 100, 125, 126, 152, 153, 191-194, 221, 223, 253, 254

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	189-190, 273
Key business reports or manuscripts from longhand or edited rough draft	223, 253, 254
Key tabular information	153

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs	
for software	269
for work station furniture	269

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	122, 125, 126, 152, 193, 194, 221, 223, 253, 254, 271-273
Sort completed jobs for distribution	187-190

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare bulletin board display	269

REFERENCE: ISBN 0-07-010545-6

Chapey, G. (1989). Developing speaking skill. New York: Gregg Division/ McGraw-Hill. (Theory/practice/role-play, 196 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Scheduling appointments and meetings	
schedule appointments or meetings	123

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	98-99
outgoing calls	107

REFERENCE: ISBN None

Chesebrough, D. (1988). Appleworks in your classroom: A student introduction. Portland, ME: J. Weston Walch. (Application/software, 159 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text	
move (rearrange) text	29, 94
search and replace text	35, 36
insert text	32
delete text, files or records from storage	26, 29, 33, 34, 64, 94, 95 131
process text and data using integrated software	130-140
prepare new document from existing documents	93, 95-96, 114-116
Maintain files	
add new record to files	62-64, 78-79
update data on spreadsheets	91, 92, 99, 102-103
add data to backup files	27

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	100-127
into database files	74, 78-79
Maintain computer files	
create backup files	as directed by instructor
store documents on disks	as directed by instructor
revise spreadsheet formulas	91, 102

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print information according to sort criteria	as directed by instructor

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REFERENCE: ISBN 0-395-44345-8

Chiri, J. A., Kutsko, J. P. Seraydarian, P., & Stoddard, T. D. (1989a). *Houghton Mifflin information processing: Keyboarding, formatting, and applications mastery--complete course* (2nd ed.). Boston: Houghton Mifflin. (Application, 587 pages, 2-year book/300 lessons).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	572
Prepare leases on preprinted forms	571

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints from sample forms	568
Prepare other court documents	
affidavits for motions and notices	569
subpoenas	569

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	162, 166, 167, 168, 169, 213, 229, 231, 279, 283, 291, 295, 302, 306, 313, 324-333. 369-372, 381, 384, 386, 397, 400, 402, 404, 406, 407-410, 420, 440-442, 451, 453, 467-471, 494-496, 516, 518, 520, 521, 525, 530-532, 539-543, 545-550. 551-557, 567-573, 574-579, 550-586

DUTY AREA: Editing and Correcting Documents, Records and Files (Continued)

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	504, 506, 508, 510, 512, 514, 550
search and replace text	82, 88, 96, 143, 198, 217, 300, 307, 381, 385, 504, 506, 508, 510, 512, 514, 550
insert text	307
delete text, files or records from storage	82
assemble documents from stored text	388-390, 392, 393, 468, 504, 506, 508, 510, 512, 514, 548, 549, 557
prepare new document from existing documents	388, 390, 410, 424, 504, 506, 508, 510, 512, 514
Maintain files	
update existing records in files	550
revise stored repetitive material	550
rename files	550

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	557, 567, 570

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	142, 167, 169, 172, 184, 185, 186, 188, 215, 251, 252, 309, 324, 351, 362, 370, 371, 392, 465, 468, 520, 542, 545, 549, 553, 576, 577, 584

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key mailing labels	103, 105, 107, 108, 110, 166, 169, 172, 197, 200, 203, 206, 208, 210, 213, 215, 217, 300, 304, 306, 309, 313, 314, 316, 318, 321, 325, 328, 331, 349, 379, 381, 384, 386, 388, 390, 393, 395, 407, 408, 410, 466, 471, 506, 508, 510, 512, 514
Maintain computer files	
store repetitive material	547
store documents on disks	all activities
Key correspondence	82, 84, 88, 90, 93, 105, 107, 110, 166, 197, 200, 208, 210, 213, 215, 217, 283, 297, 300, 302, 306, 309, 313, 331, 344, 345, 346, 357, 358, 369, 374, 379, 381, 384, 386, 390, 395, 399, 400, 402, 407, 408, 409, 410, 440, 441, 442, 468, 469, 489, 493, 494, 495, 502, 504, 506, 508, 510, 512, 514, 516, 518, 521, 522, 530, 532, 533, 540, 541, 542, 543, 552, 554
Key correspondence from longhand or edited rough draft	85, 95, 98, 100, 108, 110, 166, 169, 171, 172, 203, 206, 285, 287, 289, 304, 314, 316, 318, 321, 324, 325, 328, 329, 330, 370, 372, 374, 384, 386, 388, 395, 404, 525, 572, 575, 579, 581, 583
Key business reports or manuscripts	145, 147, 151, 155, 163, 164, 167, 170, 233, 248, 333, 363, 366, 440, 480, 483, 490, 491, 495, 496, 498

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key business reports or manuscripts from longhand or edited rough draft	168, 229, 231, 326, 553
Key meeting minutes	453, 454, 455, 456, 473
Key outlines	190, 362, 460, 470
Key outlines from longhand or edited rough draft	192, 194, 325, 326, 332, 365, 371
Key agenda	451, 472, 540
Key news release	449, 467, 545
Key tabular information	121, 122, 123, 124, 127, 128, 129, 130, 132, 134, 135, 167, 169, 171, 211, 266, 268, 271, 273, 275, 279, 280, 330, 332, 353, 355, 410, 417, 418, 420, 423, 424, 425, 427, 429, 431, 433, 434, 436, 437, 439, 441, 442, 469, 470, 548, 576, 585, 586

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	552
commercial insurance claim forms	556
Process out-of-office examination or treatment information	554
Transcribe codings from clinical records	555

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	all activities
Print mailing labels or envelopes	103, 105, 107, 108, 110, 166, 169, 172, 197, 200, 203, 206, 208, 210, 213, 215, 217, 300, 302, 304, 306, 309, 313, 312, 316, 318, 321 ,324, 325, 328, 331, 349, 379, 381, 384, 386, 388, 390, 392, 393, 395, 407, 408, 410, 442, 466, 471, 506, 510, 512, 514
Transmit data via electronic bulletin board or electronic mail	291, 292, 297, 406
Separate continuous-feed forms or paper	162
Sort completed jobs for distribution	397

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	293
legal documents	568, 569, 571, 572
purchase orders	294-297, 360, 532, 582,
invoices	296, 360, 541
news releases	449, 467
Type letters	82, 84, 88, 90, 93, 105, 110, 166, 197, 200, 208-210, 213-217 297, 300, 302, 306, 309, 313, 331, 344-346 349, 369, 374, 379, 381, 384, 386, 390, 395, 407-408 410, 468, 469, 489, 504-506, 508-518, 521, 522, 530, 533, 541-543, 597

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	85, 95, 98, 100, 108-110, 166, 169, 171-172, 203, 206, 304, 314-318, 321, 324-325, 328, 384, 386, 388, 395, 525, 546, 552, 557, 567, 572, 578-581
Type memos	283, 297, 331, 357, 358, 397, 399, 400, 402, 404, 409, 440-442, 493, 494, 495, 502
Type memos from longhand or edited rough draft	285, 287, 289, 329, 330, 370, 372, 374, 404, 429, 546, 554, 578, 579, 583
Type tables	121-124, 127-135, 266, 271-279, 332, 353, 355, 410, 417-420, 423-425, 427, 431, 433-434, 436-437, 441-442, 469, 470
Type tables from longhand or edited rough draft	122, 124, 127, 128, 130, 134, 135, 169, 171, 211, 266, 268, 269, 275, 277, 280, 329, 330, 439, 548, 576, 585, 586
Type manuscripts	145, 147, 151, 155, 163, 164, 167, 170, 233, 248, 333, 363, 366, 410, 469, 480, 483, 490, 491, 495, 496, 498
Type manuscripts from longhand or edited rough draft	168, 229, 231, 326, 553
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	159, 160, 161, 163, 164, 167, 170, 241, 243, 245, 246, 248, 326, 328, 333, 363, 366, 368, 483, 489, 491, 493, 496

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type outlines from longhand or edited rough draft	190, 192, 194, 325, 326, 332, 362, 371
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	458
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	103, 105, 107, 108, 110, 166, 169, 172, 197, 200, 203, 206, 208, 210, 213, 215, 217, 304, 306, 309, 313, 314, 316, 318, 321, 324, 325, 328, 331, 349, 379, 381, 384, 386, 390, 392, 393, 395, 407, 408, 410, 466, 471, 506, 508, 510, 512, 514
Type statistical reports from longhand or edited rough draft	434, 436, 437, 439, 470, 583

REFERENCE: ISBN 0-395-44343-1

Chiri, J. A., Kutsko, J. P., Seraydarian, P., and Stoddard, T. D. (1989b). Information processing: Keyboarding, formatting and applications mastery (Book One, 2nd ed.). Boston: Houghton Mifflin. (Application, 333 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	A-11, 41, 53, 62, 99, 102, 104, 162, 213 or as directed by instructor

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	
purchase orders	294-297
sales invoices	294-297
Key mailing labels	250
Key correspondence from longhand or edited rough draft	A-9, 80-110, 112-113, 115, 117, 125-26, 195-217, 281-297, 298-322, 323-333
Key business reports or manuscripts from longhand or edited rough draft	A-9, A-10, 140-164, 224-248, 323-333, 253
Key news release from longhand or edited rough draft	150
Key tabular information	121, 125-126, 128-135, 264-280, 287-294-295

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

134

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	A-8, 308

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
applications	197, 200, 213-214, 254, 293, 302, 313, 320
purchase orders	294, 295, 297
invoices	294, 296
resumes	250, 251, 252
Type letters from longhand or edited rough draft	80-82, 84-85, 88-89, 90-91, 92, 93, 94, 95-96, 98, 100, 101, 103, 105, 106-108, 110, 166, 167-169, 171, 172, 194, 200, 202, 203, 205, 206, 210, 213, 215-216, 217, 299, 300, 302, 304-307, 309, 311-314, 316, 318-322, 324-325, 328, 331
Type memos from longhand or edited rough draft	282, 283, 285, 287, 289, 290, 297, 329, 330, 331
Type tables from longhand or edited rough draft	128-130, 132, 134, 135, 167, 171, 265-269, 271, 273, 275, 277-280, 287, 316, 318-319, 329, 330-332
Type manuscripts from longhand or edited rough draft	142-145, 155-156

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type technical reports from longhand or edited rough draft	144, 147-148, 151-152, 163, 164, 167, 184, 186, 188, 225, 228-234, 248, 326-328, 333
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	151, 159-160, 161, 163, 164, 245, 246-247, 248, 328
Type outlines from longhand or edited rough draft	189-190, 192-193, 240-243, 325, 326, 332

REFERENCE: ISBN 0-395-44344-X

Chiri, J. A., Kutsko, J. P., Seraydarian, P., and Stoddard, T. D. (1989c). Information processing: Keyboarding, formatting, and applications mastery (Book Two, 2nd ed.). Boston: Houghton Mifflin. (Application, 234 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	556, 569, 570, 572-573
Prepare leases	571

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints	568
Prepare other court documents subpoenas	569

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	A-10 and as directed by instructor

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	463, 465, 469, 470-471, 519, 520, 532, 583, 585
Key correspondence from longhand or edited rough draft	A-7, A-10, 343-348, 357, 377-395, 399, 396-406, 471, 488, 506-509, 511, 521, 525, 574, 575

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key business reports or manuscripts from longhand or edited rough draft	A-8, A-9, 363-364, 365, 368, 477, 493
Key meeting minutes from longhand or edited rough draft	452-453, 455
Key outlines from longhand or edited rough draft	361-362
Key agenda from longhand or edited rough draft	450
Key news release from longhand or edited rough draft	448
Key tabular information	416-439, 353
Key itineraries	461, 470, 472-473, 532, 549, 548
Key announcements/programs	371, 532, 542, 546

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records	554-557

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail packages for shipping	A-7

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	568-573
purchase orders	360, 532
invoices	360, 541, 543
telegraph messages	577
news releases	449, 467-468, 545
Type letters from longhand or edited rough draft	344-346, 348-350, 369-370, 372, 374, 379-382, 384-390, 392-395, 407-408, 410, 412, 442, 469-470, 496, 504, 506, 508-510, 512, 521-522, 525, 528, 540-541, 545-550, 557, 567, 572, 578-579, 581-582, 586
Type memos from longhand or edited rough draft	357-358, 370-374, 397-404, 409, 411, 441-442, 493-496, 502, 514, 532, 541-543, 546, 553-555, 572, 575, 578-579, 583
Type tables from longhand or edited rough draft	353, 355-356, 375, 382, 409, 410, 417-418, 420-421, 423-427, 429, 431, 433-434, 440-443
Type manuscripts from longhand or edited rough draft	495-496
Type technical reports from longhand or edited rough draft	363-367, 410, 480-481, 483-486, 488-489, 492-493, 496, 498

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	364, 366-368, 478-482, 485-487, 489, 491, 493, 496, 498
Type outlines from longhand or edited rough draft	362, 365-366, 371, 470
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	458-459
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	466, 471

REFERENCE: ISBN 0-395-40568-8

Chiri, J. A., Kutsko, J. P., Seraydarian, P. E., & Stoddard, T. D. (1987). Houghton Mifflin keyboarding and applications. Boston: Houghton Mifflin. (Application, 179 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	A-14, 92, 107-111, 148, 172
Manipulate text	
search and replace text	101, 106, 111, 145
Maintain files	
add new record to files	90-94
update existing records in files	111
delete data from backup files	94

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
with optical character recognition equipment	112-113
Maintain computer files	
store documents on disks	94, 125, 126, 127, 130, 134, 140, 141, 142, 145, 147, 148, 155, 158, 170, 172, 175, 176, 177, 178, 179
Key correspondence from longhand or edited rough draft	91, 94, 96, 98, 100, 101, 104, 106, 108-109, 111, 114, 115, 116, 117, 177, 179
Key business reports or manuscripts from longhand or edited rough draft	145, 147, 150, 153, 158, 162-163, 165, 167-168, 170, 172, 175, 178-179
Key outlines from longhand or edited rough draft	175
Key tabular information	131-137, 139-142, 176, 177, 179

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	95-96, 111, 148, 172
Print mailing labels or envelopes	113
Separate continuous-feed forms or paper	172

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	A-12, 94, 101, 111, 177
Type tables from longhand or edited rough draft	135, 137, 141, 142, 176, 177, 179
Type manuscripts from longhand or edited rough draft	A-13, 145, 147, 150, 153, 158, 162, 163, 165, 167-168, 172
Type technical reports from longhand or edited rough draft	178-179
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	167-168, 170, 171

REFERENCE: ISBN 0-88022-269-7

Chou, G. T. (1986). *dBASE III Plus handbook* (2nd ed.). Carmel, IN: Que. (Reference/principle/specialized application manual, 519 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	261-264
insert text	154-155
delete text, files or records from storage	83-84, 155-159, 309
process text and data using integrated software	383-431
assemble documents from stored text	251-261
prepare new document from existing documents	143-154, 261-264
Maintain files	
add new record to files	78-80, 154-155, 304-305
update existing records in files	80, 279-286, 304
revise stored repetitive material	279-286, 304
rename files	82
maintain backup files	82-83, 286
copy one disk to another	82
add data to backup files	154-155
delete data from backup files	155-157, 309

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key mailing labels	243-251, 395, 396
Input data into database files	75-78
Initialize disks	36
Maintain computer files	
create backup files	82-83, 286
store documents on disks	282
revise spreadsheet formulas	

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	241, 251-261, 282-285
Print information according to sort criteria	162-177
Print mailing labels or envelopes	243-251

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists	
on computer	395-396
electronically	395-396

REFERENCE: ISBN None

Church, O. (1978). Office practice activities. Portland, ME: J. Weston Walch. (Application, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	10
Verify data and correct errors	8, 29

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Deal with irate phone calls	29

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
File materials	
with alphabetic filing system	9
with numeric filing system	9
with subject filing system	9
with geographic filing system	9

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
accounts payable invoices	40
Prepare business forms manually	
itemized bills, invoices or statements	41, 42
bank deposits	43
Prepare business forms using calculator	
payroll	16, 30, 37, 45, 49, 50
financial statements	29
Control petty cash fund	14, 15

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Prepare forms for purchase or lease of office equipment	
prepare cost justification for purchase or lease of office equipment	12

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	1, 2, 17, 31, 32, 33
Maintain efficient, pleasant work environment	
in working environment	3-6, 13, 21, 22, 34
Establish and update procedures and standards	
establish procedures for securing confidential information	26

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
clean and straighten up work area	34
equip work station with supplies and forms	24
Prepare documents for use by others	
verify calculations	8, 29
duplicate materials on photocopier	25
compile worker production log	30
maintain payroll procedures manual	30, 37, 45
follow procedures to maintain confidentiality of data	26
Process telephone calls	
incoming calls	27-29, 38
outgoing calls	27-28
Process outgoing mail	11

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase orders	29
invoices	40
shipping order	38
job applications/interviews	18-22
Type letters from longhand or edited rough draft	24, 41, 42, 46, 47
Type tables from longhand or edited rough draft	24
Type technical reports from longhand or edited rough draft	48, 50
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	36
Type statistical reports from longhand or edited rough draft	44

REFERENCE: ISBN 0-07-010837-4

Church, O. D. (1984). Station KBOE-TV: A typewriting practice set. New York: Gregg Division/McGraw-Hill. (Simulation, 35 pages instructions, 20 jobs).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	22

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	20-35
Manipulate text assemble documents from stored text	24

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key meeting minutes from longhand or edited rough draft	25

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	24
Print mailing labels or envelopes	24

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	23, 30
outgoing calls	27

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists	
manually	23

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	25, 26, 28, 31, 33
legal documents	22
purchase orders	22, 28
news releases	22
Type letters from longhand or edited rough draft	30
Type memos from longhand or edited rough draft	20, 24, 25, 27, 30, 35
Type tables from longhand or edited rough draft	20, 33
Type manuscripts from longhand or edited rough draft	20, 24, 25, 31, 32, 35
Type information on cards, such as postal cards, index cards, file cards or address-finder cards	23

REFERENCE: ISBN 0-538-23151-3

Clayton, D., & Park, O. D. (1987). *Appleworks: Integrated applications for microcomputers*. Cincinnati: South-Western. (Application, 396 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	81-84, 112-116, 15-, 209, 227, 259, 272, 274, 277, 280, 336
Manipulate text	
move (rearrange) text	75, 162
search and replace text	58, 62, 97, 112, 113,
insert text	83, 108, 112, 113, 115, 143, 151, 155, 157, 227, 347
delete text, files or records from storage	143, 151, 155
insert end-of-line hyphens into text	90, 112, 113, 115
process text and data using integrated software	343, 344, 346, 354, 360, 361, 362, 363, 368, 369, 374, 376
assemble documents from stored text	112, 113, 115, 116, 212, 346, 348, 354
prepare new document from existing documents	83, 105, 106, 349, 360-363
Maintain files	
add new record to files	48, 64, 80, 82-84, 105, 106, 109, 136, 150, 166, 207, 227, 231, 256, 317, 319, 321, 323, 325, 331, 334, 343
rename files	57, 58, 62, 75, 81, 108, 112, 113, 115, 116, 154, 162, 174, 175, 229, 262, 271, 273, 276, 294, 296, 298, 320, 326, 354, 360, 362, 363, 374

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	257, 276, 294, 318, 324, 325, 331, 334
into database files	139, 150, 175, 208, 227, 232, 374
Initialize disks	382
Maintain computer files	
store documents on disks	48, 55, 57-58, 62-64, 75, 80-84, 105-106, 109, 112, 113, 142, 162, 174-175, 204, 209, 228, 230, 232, 259, 273, 281, 295, 297, 318-319, 323-325, 327, 332, 336, 343, 354, 360-363, 368-369, 374, 376
revise spreadsheet formulas	262, 271, 273, 280, 282, 295-296, 318, 320, 323, 324, 326, 376
Key correspondence from longhand or edited rough draft	64, 84
Key tabular information	81, 109, 116

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	55, 63-64, 81-84, 105-106 108-109, 112-113, 115-116, 142, 212, 274, 295, 298, 303, 306, 308, 311-312, 318, 323, 332, 336, 347-349, 354-355, 360, 362-363, 369, 374, 376
Print information according to sort criteria	164, 166, 178, 189, 204, 230, 289
Print mailing labels or envelopes	195, 233

REFERENCE:

ISBN 0-538-10039-7

Close, K. S. (1988). Electronic spreadsheet applications in practice. Cincinnati: South-Western. (Application, 124 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	13-15, as directed by instructor
Manipulate text	
prepare new document from existing documents	58-60, 65-66, 69-71
File maintenance	
update data on spreadsheets	28-29, 50, 56, 58-60, 62-66, 69-71, 83, 98, 102-103, 108-109, 116-117, 124
rename files	60, 66, 71
maintain backup files	as directed by instructor

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
financial statements	77-79, 119-121

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	19-21, 24-25, 32-33, 40-41, 45-47, 51-53, 58-60, 62-63, 65-66, 69-71, 77-79, 85-88, 94-96, 99-100, 105-107, 111-113, 119-121
Initialize disks	1
Maintain computer files	
create backup files	all activities
store documents on disks	all activities
revise spreadsheet formulas	28-29

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare office supply inventory records on computer	51-53

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards	
design clerical/administrative services forms	6-13, 31-33
Develop and analyze reports	
prepare statistical reports on clerical/administrative services productivity	58-60

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	all activities

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
compile worker production log	24-27

REFERENCE: ISBN None

Coffman, C. (1986a). The teacher's helper: An introduction to your word processor (for APPLE). Portland, ME: J. Weston Walch. (Application, 50 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	29-36, 44, 49
search and replace text	39-41, 49
insert text	6, 13-15, 21, 23, 24, 37, 38, 43, 44, 46, 48, 50
delete text, files or records from storage	11, 12, 17, 18, 23, 27, 28, 43, 44, 46, 48, 50
prepare new document from existing documents	6, 16, 20, 43, 46, 47

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
store documents on disks	24, 48, 50

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	8, 19, 20, 24, 34, 36, 43, 48, 49, 50

REFERENCE: ISBN None

Coffman, C. (1986b). The teacher's helper: An introduction to your word processor (for IBM). Portland, ME: J. Weston Walch. (Application, 50 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	29-36, 44, 49
search and replace text	39-41, 49
insert text	6, 13-15, 21, 23, 24, 37, 38, 43, 44, 46, 48, 50
delete text, files or records from storage	11, 12, 17, 18, 23, 27, 28, 43, 44, 46, 48, 50
prepare new document from existing documents	6, 16, 20, 43, 46, 47

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
store documents on disks	24, 48, 50

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	8, 19, 20, 24, 34, 36, 43, 48, 49, 50

REFERENCE: ISBN None

Coffman, C. (1988a). The class spreadsheet starter package (for APPLE). Portland, ME: J. Weston Walch. (Application, 26 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is considered to be orientation level.

46. Coffman

REFERENCE:

ISBN None

Coffman, C. (1988b). The class spreadsheet starter package (for IBM). Portland, ME: J. Weston Walch. (Application, 26 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is considered to be orientation level.

REFERENCE: ISBN 0-88294-756-7

Cogswell, E. G. (1984). Filing: A course in modern methods for the business office (2nd ed.). Baltimore: Rowe. (Application, 80 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	45, 61
Sort materials	
for alphabetic filing	9-12, 13-16, 17-20, 21-24, 25-28, 33-36, 37-40, 45-52
for numeric filing	57-60
for subject filing	61-64
for geographic filing	29-32, 53-56
File materials	
with alphabetic filing system	9-12, 13-16, 17-20, 21-24, 25-28, 33-36, 37-40, 45-52
with numeric filing system	57-60
with subject filing system	61-64
with geographic filing system	29-52, 53-56
on microfilm or microfiche	66
Establish filing systems	
manual filing system	3-6
cross-referencing system	41-44
checkout system	50
for magnetic media	65-68
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	65-68
apply established records retention policies	69-74
maintain magnetic media file	65-68

REFERENCE: ISBN 0-02-830550-7

Cotton, D. S., & Metta, V. C. (1986). Type Right!: A complete program for business typewriting (2nd ed.). Encino, CA: Glencoe. (Application, 470 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	337-338
Prepare bills of sale	333, 335
Prepare wills	337
Prepare deeds	333-334
Prepare powers of attorney	336

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare other court documents	
judgments	336
assignments	338
summons	338

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	98-100
Manipulate text	
move (rearrange) text	409-410, 412-416
insert text	375-380, 409-410, 412-416
assemble documents from stored text	375-380, 409-410, 412-416
prepare new document from existing documents	375-380, 409-410, 412-416
Maintain files	
revise stored repetitive material	409-410, 412-416
update data on graphs and charts	

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials for alphabetic filing	370-374
File materials with alphabetic filing system	370-374

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	314-338, 380, 402, 412
Key mailing labels	371, 403-404
Input data into database files	375-381
Maintain computer files	
store repetitive material	375-380, 381
store documents on disks	375-380, 409, 410, 412-413
Key correspondence from longhand or edited rough draft	195, 221, 235-313, 384-395, 396-401, 403, 404, 407-410, 412-413
Key business reports or manuscripts from longhand or edited rough draft	114, 157-179, 414-416
Key meeting minutes from longhand or edited rough draft	115-116
Key outlines from longhand or edited rough draft	150-156
Key agenda from longhand or edited rough draft	117
Key news release from longhand or edited rough draft	116
Key tabular information	120-149, 339-369, 396-399, 413-414

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow prioritize work	406-416

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use prioritize work	406-416
Prepare documents for use by others duplicate materials on photocopier	201, 375, 371, 383, 408
Process telephone calls incoming calls	406

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	331-338
purchase requisitions	315-317
purchase orders	317-319
invoices	319-321
telegraph messages	298-300, 306, 396
news releases	116-117
order forms	402
credit memoranda	322-323
statements	323-326
receipts	327
resume	118
voucher checks	328
expense reports	329, 330
financial statements	366-369
Type letters from longhand or edited rough draft	195-207, 211-221, 235-284, 304-313, 376-380, 384-393, 396, 398-399, 400-401, 403, 407, 409-410, 412-413
Type memos from longhand or edited rough draft	117, 285-297, 304, 305-306 394-397, 404-405, 408, 410
Type tables from longhand or edited rough draft	126-129, 130-137, 138-149, 339-365, 396-399, 413-414
Type manuscripts from longhand or edited rough draft	174-179
Type technical reports from longhand or edited rough draft	157-164, 166-174, 414-416
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	114, 166-175, 365
Type outlines from longhand or edited rough draft	151-156

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	301-303, 399
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	371-375, 403-404, 411
Type materials for reproduction (reprographics) from longhand or edited rough draft	376, 409-419

REFERENCE: ISBN 0-538-20550-4

Crawford, T. J., Erickson, L. W., Beaumont, L. R., Robinson, J. W., & Ownby, A. C. (1987). Century 21 keyboarding, formatting, and document processing (4th ed.). Cincinnati: South-Western. (Application, 500 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
prepare meeting agenda	489
Make arrangements for employer for meetings (minutes)	339

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
purchase requisitions	353, 409
invoices	232
purchase orders	353, 411

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	469-474
commercial insurance claim forms	474

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	313, RG7
format envelopes	83, 220, 313, RG7

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	463-468
tax returns	480
purchase requisitions	227, 231-232, 353-360, 384 408, 411
purchase orders	227, 231-232, 353-360, 377 385, 409, 411, 414, 439
invoices	227, 231-232, 353-360, 377, 409, 411, 414
requests for quotation	438
telegraph messages	331
news releases	329
Type letters from longhand or edited rough draft	79, 81, 82, 84-89, 121, 126, 145, 150, 151, 153, 155, 158, 163, 165-167, 175, 221, 223-224, 226, 239, 240, 252, 253, 257, 261, 273-276, 278, 294, 295, 300, 312, 315-323, 338, 342, 343, 363, 368, 373, 375, 378-392, 415, 420, 426, 430, 433, 452, 458, 475, 479, 498
Type memos from longhand or edited rough draft	72, 120, 159, 162-164, 227, 229-232, 234, 236, 243, 249, 308, 309, 327-328, 414, 422, 427, 444, 448
Type tables from longhand or edited rough draft	105-113, 121, 129, 130, 144, 180-185, 189-194, 215, 218, 249, 255, 257, 262-263, 288-292, 295, 297, 300, 301, 341, 342, 346-348, 351, 369-371, 376, 382, 383, 412, 427, 431, 460, 463, 469, 495

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type manuscripts from longhand or edited rough draft	93, 96-101, 127-128, 139, 147-148, 198, 203-206, 212, 250-251, 258-259, 280-281, 282, 296, 302-304, 416, 428-429, 446, 451, 459-460, 499-500
Type technical reports from longhand or edited rough draft	174, 196-197, 200-201, 283, 285-286, 294, 380-381, 397-402, 435, 436, 443-445, 449, 464, 471-473, 476, 488, 492, 493
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	97, 100, 101, 128, 280, 281, 284, 302-304, 397, 398, 399, 400-402, 460
Type outlines from longhand or edited rough draft	93-95, 104, 146
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	490
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	47-63, 408
Type materials for reproduction (reprographics) from longhand or edited rough draft	484-487
Type statistical reports from longhand or edited rough draft	137, 175, 254, 348-350, 408, 410, 415, 434, 437, 450, 453-455, 470, 477, 478, 500

REFERENCE: ISBN 0-07-014940-2

Curchack, N., Yengel, H. F., & Hannigan, K. M. (1981). Legal typist's manual: Legal typewriting (2nd ed.). New York: Gregg Division/McGraw Hill. (Application, 121 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	ASSIGNMENT
Prepare agreements	3.1, 3.2, 3.8
Prepare wills	6.6, 6.9
Prepare real estate documents	
lease	7.1
contract	7.2
closing statement	7.6
deed	7.3, 7.9
mortgage	7.4
mortgage note	7.5
property description	7.8
Format legal documents	1.1 to 1.26
letter	2.1, 3.9, 4.5 to 4.9, 5.9, 6.11, 7.7
bill of costs	2.12
accident fact sheet	4.4
certificate of partnership discontiunance	5.1
certificate of firm name	5.2, 5.4
partnership agreement	5.3
articles of incorporation	5.5
Prepare bankruptcy documents	8.1 to 8.8

DUTY AREA: Preparing Court Documents

TASK NAME	ASSIGNMENT
Prepare papers for probate court	6.1, 6.3, 6.4
Prepare complaints on preprinted forms	2.3, 3.3, 4.11
Prepare answers counterclaims	2.14, 2.15

DUTY AREA: Preparing Court Documents (Continued)

TASK NAME	ASSIGNMENT
Prepare other court documents	
affidavits	2.11, 4.14, 6.2, 6.4, 6.5, 6.7
judgments	2.9, 3.7
subpoenas	2.8
summons	2.4, 3.4, 4.12
letter	2.13, 4.13, 5.6 to 5.8
demand for jury trial	2.15, 4.14
request to admit	2.6
stipulation for trial by court	2.7
notice of settlement	2.10
cover sheet	2.2, 4.10
note of issue and certificate of readiness for trial	3.5
affirmation of regularity	3.6
power of attorney	3.10
retainer	4.1, 4.18
authorization to examine hospital and medical records	4.2, 4.3
interrogatories	4.15
release and stipulation discontinuing action	4.16, 4.17
release	6.8

DUTY AREA: Typewriting Activities

TASK NAME	ASSIGNMENT
Type forms	
legal documents	2.2 to 2.12, 3.1 to 3.8, 3.10, 4.1 to 4.4, 4.6 to 4.8, 4.10 to 4.12, 4.14 to 4.18, 5.1 to 5.5, 6.1 to 6.10
Type letters from longhand or edited rough draft	2.1, 2.13, 3.9, 4.5 to 4.9, 4.13, 5.6 to 5.9, 6.11, 7.7

REFERENCE: ISBN 0-07-014943-7

Curran, M. G., Jr., & White, G. K. (1987). *InfoServices: A typing practice set*. New York: Gregg Division/McGraw-Hill. (Simulation, 139 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	15, 19, 21, 25, 31, 41, 51, 53, 57, 65, 67, 75, 79, 91, 97, 101, 105, 115, 121, 129, 133
Manipulate text	
search and replace text	121
process text and data using integrated software	57, 67
assemble documents from stored text	121
prepare new document from existing documents	31, 41, 79, 121, 133

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	133
Maintain fee schedule manually	25, 41, 51, 53, 57, 67, 75, 101, 105, 115, 121, 129

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	15, 19, 21, 25, 31, 51, 53, 65, 91, 97, 101, 105, 115, 121, 129, 133
Maintain computer files store documents on disks	15, 19, 21, 25, 31, 41, 51, 53, 57, 67, 91, 101, 115, 121, 129
Key correspondence from longhand or edited rough draft	31, 41, 57, 67, 101, 105, 115, 121
Key business reports or manuscripts from longhand or edited rough draft	25, 53, 129
Key meeting minutes from longhand or edited rough draft	91
Key outlines from longhand or edited rough draft	51, 65
Key tabular information	75, 115

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	15, 19, 21, 25, 31, 41, 51, 53, 57, 65, 67, 79, 91, 101, 105, 115, 121, 129
Print mailing labels or envelopes	31, 41, 57, 67, 79, 105, 121, 133

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
invoices	97, 133
Type letters from longhand or edited rough draft	21, 31, 41, 57, 67, 101, 105, 115, 121
Type memos from longhand or edited rough draft	15, 21
Type tables from longhand or edited rough draft	19, 75
Type manuscripts from longhand or edited rough draft	53, 129
Type outlines from longhand or edited rough draft	65
Type materials for reproduction (reprographics) from longhand or edited rough draft	75

REFERENCE: ISBN None

Donnelly, F. P. (1981). Touch 'n' type: 25 words to success. New York: Dictation Disc. (Application, 95 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is composed entirely of timed writings and drills.

REFERENCE: ISBN None

Dostal, J. (1985). Vocational typing projects. Portland, ME: J. Weston Walch. (Simulation, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-50

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings prepare meeting agenda	26
Prepare documents minutes of meetings	23-25

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1, 10, 12-15, 17, 18, 23, 24, 32, 33
Key correspondence from longhand or edited rough draft	2, 3, 4, 6, 8, 30, 36, 38, 39, 45, 46
Key business reports or manuscripts from longhand or edited rough draft	20-21, 41-44
Key meeting minutes from longhand or edited rough draft	23-25
Key agenda from longhand or edited rough draft	26
Key news release from longhand or edited rough draft	1
Key tabular information	7, 10, 27-29, 34-35, 37, 47, 48, 49-50

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
establish system to prioritize work	1, 5, 10, 16, 22, 31, 38, 46
prioritize work	1, 5, 10, 16, 22, 31, 38, 46

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print mailing labels or envelopes	3, 4, 5

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
prioritize work	1, 5, 10, 16, 22, 31, 38, 46

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
news releases	1
announcements	2, 17, 18, 19
bulletins	12-15
minutes	23-25
agendas	26
schedules	32, 33
Type letters from longhand or edited rough draft	3, 4, 6, 36
Type memos from longhand or edited rough draft	8, 30, 38-40, 45, 46
Type tables from longhand or edited rough draft	7, 10, 27-29, 34, 35, 37, 47-50
Type manuscripts from longhand or edited rough draft	20-21, 41-44
Type technical reports from longhand or edited rough draft	37
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	5

REFERENCE: ISBN None

Dostal, J. (1989a). Build yourself a resume. Portland, ME: J. Weston Walch. (Application, 44 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-17, 20-28, 37-40
Key correspondence from longhand or edited rough draft	18, 19, 29-35, 41, 42, 43, 44

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms resumes	1-10, 11-17, 20-28, 37-40
Type letters from longhand or edited rough draft	18, 19, 29-35, 41-44

REFERENCE:

ISBN None

Dostal, J. (1989b). *Office specialites practice book*. Portland, ME: J. Weston Walch. (Application, 94 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	22-24, 60
Prepare wills	63, 65
Prepare deeds on preprinted forms	54
Prepare leases on preprinted forms	67

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare petitions and certificates for dissolution of marriage	75-78

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	3-94

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	22, 54, 60, 63, 65, 67, 73, 75
Key correspondence from longhand or edited rough draft	4, 9, 25, 32, 35, 41, 45, 53, 56, 60, 70, 82, 92, 93, 94
Key business reports or manuscripts from longhand or edited rough draft	6, 7, 14, 37, 44, 33, 48
Key meeting minutes from longhand or edited rough draft	17-21
Key outlines from longhand or edited rough draft	11, 17
Key tabular information	3, 31, 43, 91

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records	81, 83, 85, 87, 89

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms legal documents	54, 60, 63, 65, 67, 73, 75-78
Type letters from longhand or edited rough draft	4-5, 25-27, 32, 41, 82
Type memos from longhand or edited rough draft	9-10, 35, 45, 53, 56, 60, 70, 92, 93, 94
Type tables from longhand or edited rough draft	3, 31, 43, 91
Type manuscripts from longhand or edited rough draft	37
Type technical reports from longhand or edited rough draft	6, 7-8, 14-16, 48-49, 81, 83-84, 85-86, 87-88, 89-90
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	33, 44
Type outlines from longhand or edited rough draft	11-13, 17-21

REFERENCE: ISBN 0-538-10020-6

Drum, W. O. (1986). Database applications. Cincinnati: South-Western. (Application, 89 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	10, 33, 63
Maintain files	
add new record to files	6, 9, 29, 33, 35, 57, 61
update existing records in files	10, 31, 36, 37, 59, 62, 65
maintain backup files	all activities

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	forms 1.1 to 1.18 forms 2.1 to 2.28 forms 3.1 to 3.28
into database files	6, 9, 29, 33, 35, 36, 37, 57, 61, 62, 65
Initialize disks	3
Maintain computer files	
create backup files	5-11, 29-38, 57-65
store documents on disks	5-11, 29-38, 57-65

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	7-11, 30-32, 34-37, 58, 62-66
Print information according to sort criteria	7-11, 31-32, 34-37, 58, 62-65
Print mailing labels or envelopes	35, 38, 60, 63

REFERENCE: ISBN 0-538-60228-7

Drum, W. O. (1990). Database applications (2nd ed.). Cincinnati: South-Western. (Specialized application, 121 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities		

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	33, 37, 58
Manipulate text	
move (rearrange) text	19, 36
insert text	18
delete text, files or records from storage	36-37, 62, 96
process text and data using integrated software	20-22, 49-100, 100-101
Maintain files	
add new record to files	18, 32-33, 35-37, 57-62, 92, 93
update existing records in files	20, 35-37, 59-60, 62, 64, 93-96
maintain backup files	16-20, 31-40, 56-66, 90-100
copy one disk to another	16-20, 31-40, 56-66, 90-100

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data into database files	16-20, 31-40, 56-66, 90-100
Initialize disks	16
Maintain computer files	
store repetitive material	66, 100
create backup files	16-20, 31-40, 56-66, 90-100
store documents on disks	16-20, 31-40, 56-66, 90-100

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	18-19, 22, 33-38, 41, 58, 61, 64-67, 92, 94-95, 98-99
Print information according to sort criteria	19-20, 40-41, 60-61
Print mailing labels or envelopes	38-39, 58-62

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists on computer	40-41

REFERENCE: ISBN None

Dunn, J. R. (1981). Job writing. Portland, ME: J. Weston Walch. (50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	DOCUMENT NUMBER
Prepare agreements	44

DUTY AREA: Preparing Court Documents

TASK NAME	DOCUMENT NUMBER
Prepare complaints	
on preprinted forms	18-19
from sample forms	18-19
Prepare other court documents	
affidavits	30-31

DUTY AREA: Performing Financial Activities

TASK NAME	DOCUMENT NUMBER
Prepare business forms manually	
expense accounts	36-39

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	DOCUMENT NUMBER
Complete medical forms	
commercial insurance claim forms	20-21

DUTY AREA: Typewriting Activities

TASK NAME	DOCUMENT NUMBER
Type forms	
legal documents	18-19, 30-31, 44
invoices	48
application for employments	15-16, 40, 43
company evaluations	17
plumber's report	22-23
lifeguard's report	24
employee evaluations	25-26
military evaluations	27
supervisor's assessment	28
interviewer's assessment	29
resumes	32-35
auto safety check forms	45
directions to substitutes	46
suggestion box forms	47
employee request forms	49-50
Type memos from longhand or edited rough draft	41-42

REFERENCE: ISBN 0-07-019326-6

Eide, C. H., Holmes, M. A., & Klemin, V. W. (1987). Skillbuilding: Building speed and accuracy on the keyboard. New York: Gregg Division/ McGraw-Hill. (Drills, 164 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a drill book with no application exercises.

REFERENCE: ISBN 0-538-80042-9

Eisch, M. A. (1988). Word Perfect tutorial & applications: IBM version. Cincinnati: South-Western. (Specialized application, 285 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	26-27, 51, 52, 79
Verify data and correct errors	53, 54, 131-135, 149-151
Manipulate text	
move (rearrange) text	113, 114-115, 116-117, 119, 131-135, 244-245, 246, 249-250, 252
search and replace text	86-87
insert text	52-53
delete text, files or records from storage	29-30, 52-53, 84
insert end-of-line hyphens into text	68-69, 193-194, 199
process text and data using integrated software	211, 212-213, 214-215, 255-256
assemble documents from stored text	222-225, 256-259
Maintain files	
add new record to files	246
update existing records in files	248-249

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	149-150, 182-184
Initialize disks	269-270
Key correspondence from longhand or edited rough draft	64-65, 92-93, 124-126
Key business reports or manuscripts from longhand or edited rough draft	117-118, 127-129, 180-181, 259-261
Key outlines from longhand or edited rough draft	105, 127-128

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	46-47, 52, 53, 64-65, 79, 92-93
Print mailing labels or envelopes	250

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists on computer	248-249

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	64-65, 92-93, 124-126
Type memos from longhand or edited rough draft	13-14, 51, 124-125
Type manuscripts from longhand or edited rough draft	99-100, 180-181, 259-261
Type outlines from longhand or edited rough draft	105, 127-128

REFERENCE: ISBN 0-395-36534-1

Ellingson, A. (1986). *Help with proofreading*. Boston: Houghton Mifflin. (Specialized application, 154 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-152

REFERENCE: ISBN None

Erickson, R., Landroth, R., & Maloney, F. (1982). *Legal dictation machine transcription typewriting practice*. New York: Dictation Disc. (Application, 208 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	75, 77
Prepare bills of sale	153
Prepare codicils	102
Prepare wills	100
Prepare contracts	
from example	79
Prepare deeds	
from dictation	161
from example	94
Prepare leases	
from dictation	154
from example	80
Prepare mortgages	
from dictation	157, 158
from example	86
Prepare promissory notes	
from dictation	153
Prepare powers of attorney	
from example	67, 68
Prepare corporation documents	
corporation minute books	109, 112

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints	
from sample forms	116
from dictation	167
Prepare answers	118, 168

DUTY AREA: Preparing Court Documents (Continued)

TASK NAME	PAGE NUMBER
Prepare petitions and certificates	
from dictation	162
from sample forms	106
for dissolution of marriage	53, 54
Prepare other court documents	
affidavits	74, 168, 174
affidavits for motions and notices	136
judgments	144, 176, 177
motions and notices	130, 131, 136, 150, 172, 173, 175, 185, 187, 189
public notices	189
orders	133, 142, 172, 173, 174
summons	115
final settlements of estates	34-43

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation at typewriter	153-177
Take legal dication and transcribe legal documents	153-177

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	115-150, 167-177
Type letters	
from longhand or edited rough draft	13-56
from dictation	13-56

REFERENCE: ISBN None

Erickson, R., Landroth, R., & Maloney, F. (1984). Legal typing for word processing. New York: Dictation Disc. (Application, 71 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	24-26
Prepare bills of sale	16, 50
Prepare codicils	33
Prepare wills	31-32, 55-56
Prepare deeds on preprinted forms	27-29, 53
Prepare leases on preprinted forms	17-18, 51
Prepare mortgages	
chattel mortgages on preprinted forms	19-23, 30
Prepare promissory notes on preprinted forms	50
Prepare powers of attorney on preprinted forms	34, 50
Prepare corporation documents	
articles of incorporation	35-36

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints	
from sample forms	37-38, 57
Prepare answers	
answers	41-42, 59-61
answers and counterclaims	39-40
Prepare other court documents	
affidavits	45-46, 58-59, 62
affidavits for motions and notices	47, 63
judgments	48-49
motions	61
motions and notices	43, 62
public notices	44

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
insert text	64-71
delete text, files or records from storage	64-71

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	16-63
Key correspondence from longhand or edited rough draft	5-9, 12-15

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	16-63
Type letters from longhand or edited rough draft	5-9, 12-15

REFERENCE: ISBN 0-538-11146-1

Fosegan, J. S., Goodman, D. G, & Bassett, E. D. (1987). SimpliFile: A complete practice set (3rd ed.). Cincinnati: South-Western. (Specialized application, 60 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	4-33, 36-37, 38-40, 41-42, 42-48, 49-53, 54-58, 58-60
Sort materials	
for alphabetic filing	34, 38, 41, 42
for numeric filing	54-58
for subject filing	49-53
for geographic filing	58-60
File materials	
with alphabetic filing system	34, 38, 41, 42
with numeric filing system	54-58
with subject filing system	49-53
with geographic filing system	58-60
Establish filing systems	
manual system	4-60
cross-referencing system	32, 34-38, 38-40, 41-42, 42-48, 58-60
index system	4-60
complete cross-reference sheet	4-60

REFERENCE: ISBN 0-02-830900-6

Friedman, S., & Grossman, J. (1982). Filing practice workbook (4th ed.). Mission Hills, CA: Glencoe. (Application, 32 jobs).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Code materials for filing	1-23, 27-32
Sort materials	
for alphabetic filing	1-23, 27-32
for numeric filing	27-32
for geographic filing	27-32
File materials	
with alphabetic filing system	1-23, 29-32
with numeric filing system	27-32
purge files	3, 6, 9, 14, 18, 23, 30, 32
with geographic filing system	27-32
Establish filing systems	
cross-referencing system	24, 25, 26

REFERENCE: ISBN None

Frosch, A., & Dembo, S. (1985). Filing workbook (3rd ed.). New York: Dictation Disc. (Application, 63 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	4-21
Sort materials	
for alphabetic filing	4-21
for numeric filing	23
for geographic filing	22
File materials	
with alphabetic filing system	6-21
Establish filing systems	
cross-referencing system	7-8

REFERENCE: ISBN 0-07-022534-6

Fruehling, R. T., & Weaver, C. K. (1987). Electronic office procedures. New York: Gregg Division/McGraw-Hill. (Principle/application, 544 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictiation

TASK NAME	PAGE NUMBER
Take dictation	148-155
Transcribe dictation	148-155

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	217-218
Manipulate text	
move (rearrange) text	207-226
search and replace text	207-226
insert text	207-226
delete text, files or records from storage	207-226

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	391-417
schedule appointments or meetings	373-391
prepare daily schedule of appointments	344-367
maintain appointments and meeting schedules on computer	345-353
arrange itineraries	392-417
Make arrangements for employer	
for meetings	392-417
for conferences	368-391
Review technical journals for articles of interest	46-70, 114-143

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	226-262
File materials	
with alphabetic filing system	231
with numeric filing system	234
with subject filing system	234
with geographic filing system	235
Retrieve materials	
stored on microfilm or microfiche	253
Establish filing systems	
manual system	226-262
record retention policies	255-258

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
payments	418-449
Prepare business forms manually	
bank deposits	426
Prepare business forms using calculator	
payroll	440-442
Reconcile forms	
cash count with payments	418-449
bank statements	418-449
Process journal entries manually	
make journal entries	418-449
post entries from journals to ledgers	418-449
Control petty cash funds	418-449

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
with optical character recognition equipment	226-262
into spreadsheet formats	178-206
Maintain computer files	
create backup files	207-226
Key correspondence from longhand or edited rough draft	145-177

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs	
for software	178-206
for work stations furniture	286

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare cost justification for purchase of office supplies	344-367

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	1-95
Establish and update procedures and standards	
establish procedures for securing confidential information	201-226

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	145-177
Transmit data	
via electronic bulletin board or electronic mail	1-95, 292-308

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
perform data protection procedures during power failure	220-226
Process telephone calls	
incoming calls	320-341
outgoing calls	330-334
Process mail	
incoming	309-319
outgoing	309-319
electronic	312-316

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	309-319
sort mail	309
distribute mail	319
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	309-319

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	442-449
Type letters from longhand or edited rough draft	125-137, 155-159
Type memos from longhand or edited rough draft	125-126, 155-159
Type technical reports	138-141

REFERENCE: ISBN 0-07-022537-0

Fruehling, R. T., & Weaver, C. K. (1989). *Software Solutions, Inc.: A practice set for the electronic office*. New York: Gregg Division/McGraw-Hill. (Simulation, 87 pages, 20 activities).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	10, 13, 25
Manipulate text	
insert text	12
process text and data using integrated software	25, 29, 82
Maintain files	
add new record to files	50
update existing records in files	16, 35, 45
update data on spreadsheets	17, 36, 52
revise stored repetitive material	50
update data on graphs and charts	52
rename files	73

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	27, 42, 45, 75
schedule appointments or meetings	28
arrange itineraries	79
prepare meeting agenda	46, 80

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	27, 29, 68, 81
Input data	
into spreadsheet formats	17, 47, 71, 73
into graphs and charts	33
into database files	15, 65
Maintain computer files	
store documents on disks	10, 13, 17, 25, 27, 29, 44, 48, 52, 67, 68, 70, 79, 81, 82
revise spreadsheet formulas	36, 52
Key correspondence from longhand or edited rough draft	10-14, 25, 32, 35, 51, 68, 69
Key business reports or manuscripts from longhand or edited rough draft	48, 50, 69, 80
Key agenda from longhand or edited rough draft	43

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	11, 12, 13, 16, 17, 29, 31, 34, 35, 44, 47, 48, 50, 52, 66, 68, 69, 73, 79, 80
Print information according to sort criteria	31, 32, 46, 50

REFERENCE: ISBN 0-07-023328-4

Gioffre, D. C. (1987). The Stadium: A microcomputer word processing practice set. New York: Gregg Division/McGraw-Hill. (Simulation, 30 jobs).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Verify data and correct errors	3, 5, 7, 8, 9, 12, 13, 18, 19, 24, 28, 30
Manipulate text	
move (rearrange) text	12
search and replace text	28
insert text	3, 5, 7, 8, 12, 13, 18, 19, 28, 30
delete text, files or records from storage	3, 5, 7, 8, 12, 13, 18, 19, 28
assemble documents from stored text	2, 6, 13, 18, 20, 26, 27
prepare new document from existing documents	9

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	29
Key mailing labels	16
Maintain computer files	
store repetitive material	1, 15, 16, 25, 27
store documents on disks	1-30
Key correspondence from longhand or edited rough draft	2, 4, 6, 14
Key business reports or manuscripts from longhand or edited rough draft	23
Key agenda from longhand or edited rough draft	21
Key news release from longhand or edited rough draft	11
Key tabular information	6, 10, 22, 26

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-30

REFERENCE: Catalog No. E-650, Item No. 250017

Glassbrenner, M., and Sonntag, G. A. (1986). Stenograph theory--computer compatible (Vol. 1). Mt. Prospect, IL: Stenograph. (Specialized application, 370 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This orientation/background level publication is the companion book for The complete court reporter's handbook by M. H. Knapp published by Prentice Hall in 1987. The student learns machine shorthand with the stenograph machine.

REFERENCE: ISBN 0-538-11140-2

Goodman, D. G., Fosegan, J. S., & Bassett, E. D. (1987a). Business records control (6th ed.). Cincinnati: South-Western. (Principle, 245 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	59-63, 115, 119-120, 127, 132, 141-142, 150-155
Sort materials	
for alphabetic filing	64
for numeric filing	141-142
for subject filing	116, 119-120
for geographic filing	150-151
for color-coded filing system	95-104, 140
File materials	
with alphabetic filing system	52-66
with numeric filing system	121-140
with subject filing system	108-118
to inactive files	85-89
purge files	93
arrange for filing of special materials	38-44, 48-49, 173-183
with geographic filing system	143-154
with color-coded filing system	95-106, 140
Retrieve materials	
from files	7-8, 91-92
stored on microfilm or microfiche	185-191
Establish filing systems	
manual system	52-78, 111-118, 122-140, 144-154
cross-referencing system	44-46, 62-63,
index system	166, 125
checkout system	68-78
record retention policies	83-85
for magnetic media	209-213
for storing backup copies of disks	182-183
complete cross-reference sheet	62-63, 116, 117, 150-151
process outguides	70-72
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	183-185
apply established records retention policies	10, 85
maintain magnetic media file	173-191
maintain non-electronic filing system	7

REFERENCE: ISBN 0-538-11145-3

Goodman, D. G., Fosegan, J. S., & Bassett, E. D. (1987b). Office filing procedures (6th ed.). Cincinnati: South-Western. (Specialized application, 44 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Code materials for filing	1, 2, 3, 4, 7, 8, 9
Sort materials	
for alphabetic filing	1, 2, 3, 4
for numeric filing	8
for subject filing	7
for geographic filing	9
for color-coded filing system	4, 7, 8, 9
File materials	
with alphabetic filing system	1, 2, 3, 4
with numeric filing system	8
with subject filing system	7
to inactive files	6
purge files	6
arrange for filing of special materials	4, 6, 7, 9
with geographic filing system	9
with color-coded filing system	4, 7, 8, 9
Retrieve materials	
from files	5
Establish filing systems	
manual system	1-9
cross-referencing system	1-4, 7-9
index system	1-9
checkout system	5
record retention policies	5
complete cross-reference sheet	1-4, 6-9
Maintain filing system procedures	
apply established records retention policies	6

REFERENCE: ISBN 0-538-60115-9

Graham, S. (1990). Working your way through Wordstar (2nd ed.). Cincinnati: South-Western. (Specialized application, 460 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	162-164, 165-166
Manipulate text	
move (rearrange) text	149-150, 192-196, 340-343
search and replace text	132-133
insert text	44-45, 47-48, 192-194, 340-343
delete text, files or records from storage	45-46, 149-150, 151-152, 192-196
insert end-of-line hyphens into text	105-106, 107-108
assemble documents from stored text	340-343
prepare new document from existing documents	340-343
Maintain files	
add new record to files	144
rename files	432-433
maintain backup files	432-433
copy one disk to another	36

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key mailing labels	411-416
Maintain computer files	
create backup files	39
store documents on disks	22-23, 27
Key correspondence from longhand or edited rough draft	27-28, 119-121, 269-270
Key business reports or manuscripts from longhand or edited rough draft	59-60
Key tabular information	86-88, 180-182, 192-194, 204-206

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	38, 152-154, 329-333, 372-375, 405-408, 419-426
Print mailing labels or envelopes	419-424

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	27-28, 119-121, 269-270
Type memos from longhand or edited rough draft	180-182, 267-268
Type tables from longhand or edited rough draft	86-88, 180-182, 192-194, 204-206
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	290-291

REFERENCE: ISBN 0-538-10670-0

Groneman, N., & Owen, S. (1988). Applications: Using the personal computer. Cincinnati: South-Western. (Application, 404 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	15, 17, 19, 23, 27, 31, 35, 97
Verify data and correct errors	235
Manipulate text	
move (rearrange) text	47
search and replace text	27, 35
delete text, files or records from storage	63, 77, 243, 247, 255
process text and data using integrated software	233, 235, 237, 239, 241, 245, 255, 263, 265, 271, 273, 285, 289
assemble documents from stored text	39, 59
prepare new document from existing documents	217, 219, 225
Maintain files	
add new record to files	71, 73
update existing records in files	17, 27, 35, 113
maintain backup files	63
copy one disk to another	63
add data to backup files	63
delete data from backup files	63

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	298
maintain appointments and meeting schedules on computer	339, 343

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	49, 53, 143
Input data with optical character recognition equipment	375
into spreadsheet formats	127, 129, 131, 135, 137, 139, 147, 151, 155, 159, 163, 165, 169, 171, 177, 249, 251, 259, 269, 277
from source documents	109
into graphs and charts	279, 281
into database files	71, 73, 85, 91, 97, 109, 229, 231, 273
Maintain computer files	
create backup files	63
update spelling dictionary	29
store documents on disks	15, 17, 19, 23, 27, 31, 35, 43, 45, 49, 53, 73,, 79, 81, 85, 97, 109, 113, 117, 119, 121, 127, 129, 131, 135, 137, 139, 143, 147, 151, 155, 159, 163, 165, 169, 171, 177, 189, 191, 193, 195, 197, 199, 201, 205, 213, 215, 217, 219, 221, 225, 229, 231, 233, 235, 239, 241, 243, 245, 247, 251, 255, 259, 261, 263, 265, 269, 271, 273, 277, 279, 281, 285, 289, 298, 301, 303, 307, 311, 317, 321, 325, 429, 375
revise spreadsheet formulas	135, 171, 177, 255, 269
Key correspondence from longhand or edited rough draft	15, 17, 19, 215, 245, 283
Key business reports or manuscripts from longhand or edited rough draft	23, 213, 221, 261, 283
Key tabular information	31, 35, 43, 45
Key graphs from longhand or edited rough draft	189, 191, 193, 195, 197, 199, 201, 205

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards	
establish clerical/administrative services chargeback costs	3

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	15, 17, 19, 23, 27, 31, 35, 39, 45-49, 53, 59, 73, 77, 85, 97, 127, 129, 131, 135-139, 143, 147, 151, 155, 159, 163, 165, 169, 171, 177, 189-201, 205, 213-221, 225, 229, 231, 241-253, 259, 261, 263, 265, 269, 271, 273, 277, 279, 281, 283, 285, 289, 375
Print information according to sort criteria	43, 71, 75, 79, 81, 83, 87, 89, 91, 93, 95, 103, 105, 113, 117, 119, 121, 233, 237, 239, 255
Print mailing labels or envelopes	107
Transmit data	
via electronic bulletin board or electronic mail	298, 317, 321, 329
Transmit documents or reports via modem	301, 303, 307, 311, 325

REFERENCE: ISBN 0-07-025052-9

Grubbs, R. L., & Ashmun, R. D. (1986). Exploratory business (7th ed.). New York: Gregg Division/McGraw-Hill. (Text/workbook, 186 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	50-61
in brief hand	50-61
Transcribe dictation	
from shorthand	62-63
from recorded media	62-63
from brief hand	50-61

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	74
Verify data and correct errors	73
Manipulate text	
move (rearrange) text	67-74
insert text	43-49

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	98
Sort materials	
for alphabetic filing	96
for numeric filing	95
File materials	
with alphabetic filing system	96
with numeric filing system	95
Retrieve materials	
from files	98
stored on microfilm or microfiche	98
Maintain filing system procedures	
maintain magnetic media file	94
maintain non-electronic filing system	94

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
payments	138
Prepare business forms using calculator	
financial statements	102-105, 106-107, 108-109, 132-135
Reconcile forms	
cash count with payments	118-122
Process journal entries manually	
make journal entries	110-112, 112-114, 124-127
post entries from journals to ledgers	115-117, 128-131

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	43-49
Input data	
with optical character recognition equipment	64-66
from source documents	43-49
Maintain computer files	
update spelling dictionary	73
Key correspondence from longhand or edited rough draft	43-49, 67-74

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	75-79
Receive data via modem	91-93
Transmit data	
via electronic bulletin board or electronic mail	91-93
via modem	91-93
Separate continuous-feed forms or paper	75-79

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
duplicate materials on photocopier	78
collate and bind documents	78
Process telephone calls	87-92
incoming calls	88
outgoing calls	89
Process mail	80-86
incoming	80, 84
outgoing	81

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	80, 84
sort mail	85
Process outgoing mail	
packages for shipping	83
specialized mail, such as registered, certified or insured mail	83

REFERENCE:

ISBN 0-538-11551-3

Guthrie, M. R., & Norwood, C. V. (1989). Alphabetic indexing (5th ed.). Cincinnati: South-Western. (Specialized application, 60 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	1-60
Sort materials	
for alphabetic filing	1-60
for numeric filing	51-59
for subject filing	51-59
for geographic filing	53-59
File materials	
with alphabetic filing system	1-60
Establish filing systems	
cross-referencing system	45-48

REFERENCE: ISBN 0-88294-728-1

H. M. Rowe Company. (1966). Rowe filing practice set. Baltimore: Rowe. (Application, 20 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	1-20
Sort materials	
for alphabetic filing	1-13
for geographic filing	14-20
File materials	
with alphabetic filing system	1-13
with geographic filing system	14-20
Establish filing systems	
manual system	1-20
cross-referencing system and file index system	1-20
complete cross-reference sheet	10-12

REFERENCE: ISBN 0-88294-315-4

H. M. Rowe Company. (1978). Office practice for typists (3rd ed.). Baltimore: Rowe. (Application, 31 assignments).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	ASSIGNMENT
Prepare promissory notes on preprinted forms	28
Prepare powers of attorney on preprinted forms	15
Prepare corporation documents	
corporation minute books	11, 12
bylaws	24

DUTY AREA: Preparing Court Documents

TASK NAME	ASSIGNMENT
Prepare other court documents	
affidavits	13

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	ASSIGNMENT
Proofread documents for content, format and typographical errors	all assignments

DUTY AREA: Filing Materials Manually

TASK NAME	ASSIGNMENT
Sort materials	
for alphabetic filing	3, 9
File materials	
with alphabetic filing system	3, 9

DUTY AREA: Performing Financial Activities

TASK NAME	ASSIGNMENT
Process forms manually checks	6
Prepare business forms manually itemized bills, invoices or statements	20, 21, 23, 25, 26, 27, 29
Prepare business forms using calculator payroll	14

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	ASSIGNMENT
Key documents	1, 5, 7, 10, 11, 12, 13, 14, 15, 16, 19, 20, 22, 23, 24, 26, 27, 28
Key mailing labels	8, 30
Key correspondence	1, 5, 7, 16
Key business reports or manuscripts	22
Key meeting minutes	11, 12
Key tabular information	4, 9, 17, 18, 20, 21, 31

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	ASSIGNMENT
Preparing office supply inventory records manually	10

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	ASSIGNMENT
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	2, 30

DUTY AREA: Typewriting Activities

TASK NAME	ASSIGNMENT
Type forms	
legal documents	13, 15, 24, 28
purchase orders	29
invoices	25
telegraph messages	19
credit memorandums	27
payroll forms	14
inventory sheets	10
financial statements	20
income statements	21
statements of account	23
bills of lading	26
Type letters	1, 5, 7
Type memos	16
Type tables	4, 17, 18, 31
Type technical reports	22
Type information on cards, such as postal cards, index cards, file cards or address-finder cards	2, 9, 16
Type labels, such as address labels, file folder labels or file drawer labels	8, 30

REFERENCE:

ISBN 0-88294-747-8

H. M. Rowe Company. (1979). Indexing and filing workbook (3rd ed.). Baltimore: Rowe. (Application, 48 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	23-24, 45-46
Sort materials	
for alphabetic filing	3-6, 7-10, 11-14, 15-18, 19-22, 25-28, 33-36, 37-40
for geographic filing	29-32
File materials	
with alphabetic filing system	3-6, 7-10, 11-14, 15-18, 19-22, 25-28, 33-36, 37-40
with geographic filing system	29-32
Establish filing systems	
cross-referencing system	41-44

REFERENCE:

ISBN 0-88294-760-5

H. M. Rowe Company. (1987). Using advanced data entry projects at a personal computer. Baltimore: Rowe. (Application, 43 pages plus worksheets).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	ASSIGNMENT
Key documents from longhand or edited rough draft	A-J, L
Key mailing labels	G
Input data	
into spreadsheet formats	A, C-F, H, I
from source documents	A-L
into database files	C-J
Maintain computer files	
store repetitive material	A-C, G, I
Key tabular information	A, C-F, H, I

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	ASSIGNMENT
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	K

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	ASSIGNMENT
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

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ISBN 0-538-20730-2

REFERENCE:

Haggblade, B. & Wanous, S. J. (1986). Keyboarding/typewriting: For personal applications (5th ed.). Cincinnati: South-Western. (Application, 231 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	28, 66

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually accounts payable/receivable invoices	217-218

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	71, 72, 73-74, 75-76, 102, 137, 190, 217-218, 228
Key correspondence from longhand or edited rough draft	xv-xx, 77-78, 84-87, 125-128, 131-135, 190, 199, 215, 216, 218, 219
Key business reports or manuscripts from longhand or edited rough draft	xi-xix, 96, 102, 104-105, 114, 121, 142, 143, 145, 147, 148, 152-154, 158, 161, 184, 218
Key meeting minutes from longhand or edited rough draft	166, 187, 230
Key outlines from longhand or edited rough draft	iii, 100, 184

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key agenda from longhand or edited rough draft	164, 165, 167, 175, 176
Key news release from longhand or edited rough draft	180-182
Key tabular information	20-22, 43, 48, 108, 109, 111, 113, 116-119, 121, 138, 210, 217-219

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Perform maintenance functions clean equipment	x

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	when computer is used all activities may be printed

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase orders	137
invoices	217, 218, 226
news releases	180, 181
Type letters from longhand or edited rough draft	81-82, 83, 85-86, 88, 89, 129, 130, 133, 135, 137, 185, 192, 200-212, 222-230
Type memos from longhand or edited rough draft	215-216, 218, 219, 225, 229, 231
Type tables from longhand or edited rough draft	108-113, 116-118, 210, 219, 223, 226, 228
Type technical reports from longhand or edited rough draft	95-97, 121, 141-146, 157-161, 185-186, 195, 227
Type special pages for manuscripts or reports	
cover page	147, 161
table of contents	183-184
bibliography/footnotes	143-146, 148, 159, 161, 195
Type outlines from longhand or edited rough draft	100-102. 104, 150-152, 186, 195
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	77, 78, 128, 153-155, 167-169, 190, 191, 195, 231
Type graphs from longhand or edited rough draft	171, 172

REFERENCE:

ISBN 0-07-838549-0

Harpole, G. (1989). A computerized patient billing and recordkeeping simulation for a medical office. New York: Gregg Division/McGraw-Hill. (Simulation, 49 pages; software manual, 127 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	133
Maintain files	
add new record to files	130, 131, 132, 133
update existing records in files	130, 131, 132, 133
maintain backup files	131, 132, 133, 134

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Retrieve materials	
from files	132

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	130, 131, 132, 134, 135
payments	132, 134, 135
Process forms using computer	
financial statements	134
Process journal entries manually	
make journal entries	132
post entries from journals to ledgers	130, 132
Control petty cash funds	132

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data into database files	130, 131, 133, 134
Maintain computer files create backup files	131, 132, 134

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records	129, 130, 131, 132
commercial insurance claim forms	130
Assist patient in completing registration forms	132

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	130, 131, 132, 133, 134
Print information according to sort criteria	130, 135

REFERENCE: ISBN 0-88294-160-7

Hawkins, L., & Bloom, N. S. (1986). Oceanview Associates, Inc.: A word processing practice set. Baltimore: Rowe. (Simulation, 128 pages)

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	JOB NUMBER
Prepare contracts on preprinted forms	16.3, 16.4, 17.6
Prepare leases on preprinted forms	16.3, 16.4, 17.6

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 7.1, 8.1, 8.2, 9.1, 9.2, 9.3, 9.4, 10.1, 10.2, 13.1, 13.2
Manipulate text	
move (rearrange) text	4.2, 4.3, 4.4, 9.2, 9.3, 9.4, 10.2
search and replace text	13.1, 13.2, 14.1
insert text	1.1, 2.1, 3.8, 3.9, 5.2, 6.1, 8.1, 8.2, 9.3, 10.1, 10.2, 11.1, 12.2, 13.1, 13.2, 14.1 16.2
assemble documents from stored text	12.1, 12.2, 12.3, 12.4, 16.1, 16.2, 16.3, 16.4
prepare new document from existing documents	16.1, 16.2, 16.3, 16.4
Maintain files	
add new record to files	1.1, 1.2
update existing records in files	16.1, 16.2, 16.3, 16.4, 18.1
revise stored repetitive material	8.1, 9.1, 12.1, 12.3, 15.1, 15.2, 17.1

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents	
from longhand or edited rough draft	1.2, 3.2, 3.3, 3.5, 3.6, 3.7, 3.8, 9.3, 12.2, 12.4, 16.2
from machine transcription	3.4, 12.1, 12.3, 16.1, 16.3, 16.4, 17.6
Key mailing labels	15.3, 17.1, 17.3, 17.5
Input data	
into spreadsheet formats	3.6, 3.7, 15.3
into data base files	9.1, 9.4, 15.3, 17.3, 17.5
Maintain computer files	
store repetitive material	8.1, 9.1, 12.1, 12.3 15.1, 15.2, 17.1
store documents on disks	all activities
Key correspondence	
from longhand or edited rough draft	1.1, 1.2, 2.1, 3.9, 5.1, 5.2, 6.1, 7.1, 8.1, 10.1, 10.2, 12.2, 13.1, 16.2, 17.2
from machine transcription	9.2, 16.1, 17.4, 17.5
Key business reports or manuscripts from longhand or edited rough draft	5.2, 11.1
Key outlines	
from longhand or edited rough draft	7.1
Key agenda from longhand or edited rough draft	3.3, 3.7, 3.8, 7.1, 17.4
Key news release	
from longhand or edited rough draft	3.2
from machine transcription	4.1, 4.2
Key tabular information	3.7, 3.8, 9.1, 9.4, 15.2, 15.3, 17.3

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	all activities
Print information according to sort criteria	17.2, 17.4, 17.6, 18.1
Print mailing labels or envelopes	15.3, 17.1, 17.3, 17.5

DUTY AREA: Processing Mail

TASK NAME	JOB NUMBER
Maintain mailing lists on computer	9.1, 9.4, 15.3, 17.3, 17.5

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
legal documents	16.3, 16.4, 17.6
purchase orders	12.3, 12.4
requests for quotation	3.1, 3.3, 11.2
news releases	3.2, 4.1, 4.2
Type letters	
from longhand or edited rough draft	1.2, 2.1, 3.9, 5.1, 5.2, 6.1, 7.1, 8.1, 10.1, 10.2, 13.1, 16.2, 17.2
from machine transcription	9.2, 16.1, 17.4, 17.5
Type memos	
from longhand or edited rough draft	1.1, 12.2
from machine transcription	1.1, 12.1

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	JOB NUMBER
Type tables	
from longhand or edited rough draft	3.3, 3.5, 3.6, 3.7, 3.8, 7.1, 15.3
from machine transcription	3.4, 9.1, 9.4
Type manuscripts from longhand or edited rough draft	5.2, 11.1
Type technical reports	
from longhand or edited rough draft	8.2
from machine transcription	9.3
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	5.1, 7.1, 11.1
Type outlines from longhand or edited rough draft	7.1
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	15.3, 17.1, 17.3, 17.5
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	15.3, 17.1, 17.3, 17.5
Type materials for reproduction (reprographics) from longhand or edited rough draft	3.4, 3 5, 3.6, 3.7, 3.8, 9.1, 9.4, 12.1, 12.3, 15.3, 17.3, 17.5

REFERENCE:

ISBN 0-07-838148-7

Hecker, M. (Ed.). (1988). McGraw-Hill integrated software user's guide. New York: Gregg Division/McGraw-Hill. (Reference/application, 451 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	357-359
search and replace text	356-357
insert text	344, 417, 420-422
delete text, files or records from storage	36, 67, 82, 93, 137, 345, 355
process text and data using integrated software	425-435
Maintain files	
add new record to files	206
update existing records in files	210
update data on graphs and charts	325-326

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	16-22, 44-53, 88-102, 233-235
into graphs and charts	233-235, 315-324
into database files	118-119, 202-213
Maintain computer files	
store documents on disks	25, 78, 91-102, 189, 204-213, 362

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	37-38, 83, 88-102, 136, 197, 202-213, 254, 315-326, 363, 417-323
Print information according to sort criteria	203-213
Print mailing labels or envelopes	151-154

REFERENCE: ISBN 0-07-035091-4

Holmes, M. A., Eide, C. H., & Klemin, V. W. (1989). T. H. E. Total Health Experience: A microcomputer applications practice set. New York: Gregg Division/McGraw-Hill. (Simulation with software, 139 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This is a 20-day simulation with certain daily and weekly duties repeated. Much of the instruction comes from reading the file on screen. A more complete evaluation could have been made had software been made available.

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Maintain files	
add new record to files	7-111
update existing records in files	7-111
add data to backup files	7-111
delete data from backup files	7-111

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Initialize disks	2

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	7-111
Monitor electronic bulletin board or electronic mail	7-111

REFERENCE:

ISBN 0-538-20374-9

Holmes, M. B., & Bartholome, L. W. (1984a). Basic keyboarding applications: Micro world. Cincinnati: South-Western. (Specialized application, 91 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	6, 9, 30, 32, 44, 54, 55
Key meeting minutes from longhand or edited rough draft	42-43
Key agenda from longhand or edited rough draft	13
Key news release from longhand or edited rough draft	52-53
Key tabular information	34-35, 51

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	6, 9, 30, 44, 55
Type memos from longhand or edited rough draft	32, 54
Type tables from longhand or edited rough draft	34-35, 51
Type outlines from longhand or edited rough draft	50

REFERENCE: ISBN 0-538-20373-0

Holmes, M. B., & Bartholome, L. W. (1984b). Basic keyboarding applications: Reports, minutes, & schedules. Cincinnati: South-Western. (Application, 76 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	6, 8-16, 25-26, 28, 30-33, 39-40, 45, 48, 54, 59-60, 66-67
Manipulate text	
move (rearrange) text	41, 43, 50-52, 62-63, 65, 68
insert text	50-52, 55, 59, 62-63, 65, 68

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key business reports or manuscripts from longhand or edited rough draft	1-56
Key meeting minutes from longhand or edited rough draft	60
Key outlines from longhand or edited rough draft	39-56
Key agenda from longhand or edited rough draft	57

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
news release	65-67
Type manuscripts/reports from longhand or edited rough draft	1-68
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	26-36, 42, 43, 44, 45, 54
Type outlines from longhand or edited rough draft	39-40, 41, 48

REFERENCE: ISBN 0-395-32994-9

Holmes, R. M. (1983a). *Datamagic: A typewriting simulation*. Boston: Houghton Mifflin. (Simulation, 93 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	1-23, 25

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	12, 13
Key correspondence from longhand or edited rough draft	1, 3, 5, 8, 10, 19, 20, 22, 25
Key business reports or manuscripts from longhand or edited rough draft	7, 18, 21, 23
Key meeting minutes from longhand or edited rough draft	9
Key agenda from longhand or edited rough draft	4
Key tabular information	2, 15, 16
Key itinerary	14
Key program	11

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
agendas	4
application forms	6
minutes	9
programs	11
invoices	12, 13
itineraries	14
expense reports	21
Type letters from longhand or edited rough draft	3, 10, 19, 25
Type memos from longhand or edited rough draft	1, 5, 20, 22
Type tables from longhand or edited rough draft	2, 15, 16
Type manuscripts from longhand or edited rough draft	18, 23
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	8

REFERENCE: ISBN 0-395-32997-3

Holmes, R. M. (1983b). *The Odyssey: A typewriting simulation*. Boston: Houghton Mifflin. (Simulation, 84 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	59-60
purchase orders	47, 57, 67
news releases	35, 65, 83
employee information cards	31
agendas	37
Type letters from longhand or edited rough draft	33, 37, 39, 45, 55-56, 63, 65, 71, 77
Type memos from longhand or edited rough draft	31, 61, 63, 75, 83-84
Type tables from longhand or edited rough draft	35, 45-46, 51, 57-58, 79
Type manuscripts from longhand or edited rough draft	41-42
Type technical reports from longhand or edited rough draft	43, 49, 53, 69, 75, 77, 79-80, 81
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft	73
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	43-44, 47

REFERENCE: ISBN 0-395-34383-6

Holmes, R. M. (1985). Filing made easy: A filing simulation (2nd ed.). Boston: Houghton Mifflin. (Specialized application, 99 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	1-6, 8-14, 15-20, 22-27, 29-34, 36-49, 50-52, 53-56, 57-62
Sort materials	
for alphabetic filing	7, 14, 21, 28, 34, 43-44, 48-49, 77, 79, 81, 83, 85
for numeric filing	61
for subject filing	56
for geographic filing	52
File materials	
with alphabetic filing system	7, 14, 21, 28, 34, 43-44, 77, 79, 81, 83, 85
with numeric filing system	61
with subject filing system	56
with geographic filing system	52
Retrieve materials	
from files	8, 15, 21, 28, 35, 49
Establish filing systems	
cross-referencing system	36-49

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process mail	36-49, 52, 56, 61

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	36-49, 52, 56, 61
Process outgoing mail	36-49, 52, 56, 61

REFERENCE: ISBN 0-538-11460-6

House, C. R., & Sigler, K. (1989). Reference manual: For the office 7th ed.). Cincinnati: South-Western. (Principle, 343 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	177-181

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-171, 181-188

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	293-308
Sort materials	
for alphabetic filing	294-295, 296
for numeric filing	295-308
for subject filing	295-308
for geographic filing	295-308

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	188-222, 223-233, 235-260, 261-273
Key business reports or manuscripts from longhand or edited rough draft	261-273
Key outlines from longhand or edited rough draft	266, 269

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Monitor electronic bulletin board or electronic mail	285-291

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	285-291
Process mail	
incoming	275-278
outgoing	278-284

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	276
receive mail	275-278
sort mail	275
forward mail (routing)	277
distribute mail	275
scan correspondence	276
mail not specifically addressed	276
Process outgoing mail	278-286
packages for shipping	280-281
specialized mail, such as registered, certified or insured mail	281-283

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	235-260
Type memos from longhand or edited rough draft	235-260
Type manuscripts from longhand or edited rough draft	261-273
Type technical reports from longhand or edited rough draft	223-233, 261-273
Type special pages for manuscripts or reports from longhand or edited rough draft such as cover page, table of contents, bibliography, footnotes	262, 264-268, 270-273
Type outlines from longhand or edited rough draft	266, 269
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	233

REFERENCE: ISBN 0-538-20561-X

House, C. R., & Skurow, S. (1987). Keyboarding/formatting style manual. Cincinnati: South-Western. (Reference manual, 62 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	10-28, 31
Key business reports or manuscripts from longhand or edited rough draft	31-32, 35-36
Key tabular information	43

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	10-28
Type memos from longhand or edited rough draft	31
Type tables from longhand or edited rough draft	39-43
Type manuscripts from longhand or edited rough draft	31-32, 35-36
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	33, 37, 38
Type outlines from longhand or edited rough draft	34

REFERENCE: ISBN 0-07-031054-8

Huffman, H., Stewart, J. R. Jr., & Stewart, D. L. (1988). *General recordkeeping* (9th ed.). New York: Gregg Division/McGraw-Hill. (Principle/application, 564 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Verify data and correct errors	99-102, 137, 153, 158, 160, 190, 200-204, 220-221, 257, 270-276, 291-293, 326, 333-335, 347

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Prepare documents	
travel expense vouchers	234, 236-237

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	18
Sort materials	
for alphabetic filing	18
for subject filing	129

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	238-250, 278-293, 294-302
payments	132-162
Prepare business forms manually	
itemized bills, invoices or statements	66-89, 278-301
bank deposits	27-63, 66-130, 238-276
Prepare business forms using calculator	
payroll	350-404
financial statements	502-557
Reconcile forms	
cash count with payments	132-195
bank statements	27-65, 66-130, 238-276
Process journal entries manually	
make journal entries	406, 557
post entries from journals to ledgers	438-557
Control petty cash funds	222-237

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	7

REFERENCE: ISBN 0-538-25870-5

Humphrey, D. D. (1988). Pediatric Associates, P. C.: The medical secretary, an office job simulation (2nd ed.). Cincinnati: South-Western. (Simulation packet).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PACKET-ITEM NUMBER
Maintain files	
add new record to files	1.1, 2.1

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PACKET-ITEM NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	1.1, 1.3, 1.5, 2.15, 2.19, 3.25, 4.30
maintain appointment book	1.1, 1.3, 1.5, 2.15, 2.19, 3.22, 4.30, 4.40
prepare daily schedule of appointments	1.1, 2.11, 3.22, 4.30, 4.39
cancel and reschedule appointments or meetings	3.25, 4.31, 4.33
schedule hospital admission, ancillary testing, out-patient surgery or referral to colleagues for patients	page 35, situation 1
Make arrangements for employer	
for meetings	3.23

DUTY AREA: Filing Materials Manually

TASK NAME	PACKET-ITEM NUMBER
Code materials for filing	1.1, 2.19
File materials	
with alphabetic filing system	1.1, 3.22, 4.32
with numeric filing system	1.4, 2.19, 2.21, 3.24, 3.29
with color-coded filing system	1.1, 2.11
Establish filing systems	
manual system	1.1

DUTY AREA: Performing Financial Activities

TASK NAME	PACKET-ITEM NUMBER
Process forms manually	
charge slips	1.4, 1.9, 2.12, 2.18, 3.29, 4.31, 4.32, 4.37, 4.39
Prepare business forms manually	
itemized bills, invoices or statements	1.1, 1.2, 2.11, 2.18, 4.36, 4.37
Prepare business forms using calculator	
financial statements	1.8, 4.38
Process journal entries manually	
make journal entries	1.1, 1.2, 1.9, 2.12, 2.18, 4.31, 4.32, 4.37, 4.39
post entries from journals to ledgers	1.1, 1.2, 1.9, 2.12, 2.18, 4.31, 4.32, 4.37, 4.39

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PACKET-ITEM NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	1.4, 1.6, 1.9, 1.10, 2.13, 2.14, 3.22, 3.27, 3.28, 4.34, 4.35
commercial insurance claim forms	3.29
Process out-of-office examination or treatment information	2.17
Code diagnoses and surgical procedures	2.19
Transcribe codings from clinical records	2.19

DUTY AREA: Organizing and Planning

TASK NAME	PACKET-ITEM NUMBER
Organize workflow	
prioritize work	1.1, 2.11, 3.22, 4.30

DUTY AREA: Performing Clerical Activities

TASK NAME	PACKET-ITEM NUMBER
Prepare office for daily use	
prioritize work	1.1, 2.11, 3.22, 4.30
Prepare documents for use by others	
follow procedures to maintain confidentiality of data	page 34
Process telephone calls	
incoming calls	2.16, 2.19, 3.29
outgoing calls	2.16, 2.17, 2.19, 3.26, 4.31

DUTY AREA: Typewriting Activities

TASK NAME	PACKET-ITEM NUMBER
Type forms	
birth records	1.4, 2.14
Type letters from longhand or edited rough draft	2.21, 3.23, 3.29

REFERENCE: ISBN 0-07-032066-7

Ivarie, T. W. (1978). *Tower typing: Using Sears, Roebuck and Co. business forms)*. New York: Gregg Division/McGraw Hill. (Practice set, 46 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	46 and as directed by instructor

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Update and revise filing systems update filing system and files	42-43

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies order supplies for office	21-22

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
telegraph messages	27, 29, 30
news releases	23-25, 45
application forms	6-8
employee's withholding allowance certificate and application for fidelity bond	9-11
vacation and holiday request	12-13, 19
payroll deduction authorization/savings bonds	12-13, 19
group life insurance forms	12, 14, 19
group medical plans	12, 15, 19
savings and profit sharing	12, 16, 19
personnel records verification	12, 16, 19
medical plan claims	12, 18, 19
travel requests	27-28, 31, 43-44
credit accounts	32-33
sales order worksheets/contract sales order	34-37
work request for business services center	45
itineraries	27-28, 29
request for quotation and contract of sale	37-38
bid proposal	37-38
work order	38-39, 40
contract change	39-40
teritorial management	41-42
Type letters from longhand or edited rough draft	43-44, 45
Type memos from longhand or edited rough draft	35, 45

REFERENCE: ISBN 0-538-11211-5

Jones, E., & Kane, D. (1990). Proofreading & editing precision (2nd ed.). Cincinnati: South-Western. (Application, 224 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-218

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	22, 40, 102, 114, 126, 155, 157, 166, 184
Maintain computer files store documents on disks	22, 41, 55, 71, 84, 85-86, 102, 116, 129, 143, 157, 169, 200, 216-218
Key correspondence from longhand or edited rough draft	22, 30, 37-39, 41, 53, 58-71, 72-75, 80-81, 84, 97, 102, 103, 116, 125, 129, 139, 141-143, 152, 157, 165-166, 169, 179-184, 194-195, 198-200, 214, 217
Key business reports or manuscripts from longhand or edited rough draft	76-78, 82-83, 85-86, 100-101, 128, 153
Key meeting minutes from longhand or edited rough draft	52, 55, 140
Key news release from longhand or edited rough draft	54, 55
Key tabular information	98, 196-197, 215, 216

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

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DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
news releases	54, 55, 184
Type letters from longhand or edited rough draft	37, 41, 53, 58-71, 97, 102, 103, 116, 125, 129, 141, 142, 143, 152, 157, 165, 169, 179-181, 184, 200, 214, 217
Type memos from longhand or edited rough draft	22, 30, 38-39, 41, 72-75, 80-81, 84, 139, 143, 166, 182-183, 194-195, 198-200, 217
Type tables from longhand or edited rough draft	40, 98, 196-197, 215
Type manuscripts from longhand or edited rough draft	76-78, 82-83, 85-86, 100-101, 114, 126, 128, 153
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	155

REFERENCE: ISBN 0-538-11200-X

Jones, E. J., & Kane, D. H. (1982). Proofreading precision. Cincinnati: South-Western. (Application, 156 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	10-13, 20-27, 36-40, 46-54, 62-66, 73-80, 88-93, 107-110, 115-122, 129-131, 142-153
Verify data and correct errors	94, 134, 135, 136, 137, 138

REFERENCE: ISBN 0-88294-345-6

Jurist, R. G. (1985). Keyboarding correspondence. Baltimore: Rowe.
(Application, 95 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	18-20, 22-24, 26-2, 29-31, 33-34, 36-37, 40-41, 46, 66-68, 74, 79-80

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	12, 14-16, 18-20, 22-24, 26-27, 29-31, 33-34, 36-37 40, 67, 68, 74
Key tabular information	57-60, 62, 65, 66

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	44, 46

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	12, 14, 15-16, 18, 19, 20, 22, 23-24, 26, 27, 29, 30-31, 33, 34, 36, 37, 40, 74
Type memos from longhand or edited rough draft	47-51, 67, 68
Type tables from longhand or edited rough draft	57-60, 62, 65, 66

REFERENCE: ISBN 0-538-11930-6

Kilchenstein, E. D., & Grant-Goddard, B. S. (1985). Intensive office skills review (6th ed.). Cincinnati: South-Western. (Application, 214 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	140-141

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	136, 142-148

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	150
Sort materials	
for alphabetic filing	149, 153-155
for numeric filing	149, 156
for subject filing	149
for geographic filing	149
Establish filing systems	
index system	150

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data with optical character recognition equipment (general presentation on data processing cycle, parts of EDP system and the needs satisfied in an atypical business office)	167-172
Key correspondence from longhand or edited rough draft	133-135, 157-163
Key business reports or manuscripts from longhand or edited rough draft	135-136, 139
Key tabular information	135

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	173-174
outgoing calls	174
Process mail	
incoming	177

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	177
sort mail	177
forward mail	177
distribute mail	177
Classes of mail	176
Postal services	176-177

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	133-134, 157-163
Type memos from longhand or edited rough draft	134-135
Type tables from longhand or edited rough draft	135
Type manuscripts from longhand or edited rough draft	135-136
Type technical reports from longhand or edited rough draft	139
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	136

REFERENCE: ISBN None

Klein, A. E. (1978). Typing from handwritten copy. New York: Dictation Disc. (Application, 48 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-48

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files store documents (letters) on disks	1-48
Key correspondence from longhand or edited rough draft	1-48

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-48

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	1-48

REFERENCE: ISBN None

Klein, A. E. (1988). Typing edited copy for word processing. New York: Dictation Disc. (Application, 47 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	32-33
Prepare wills	45-46

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	all documents

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	8, 13, 17, 22
Maintain computer files store documents on disks	2-47
Key correspondence from longhand or edited rough draft	2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 34-44
Key business reports or manuscripts from longhand or edited rough draft	28

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	2-47
Print mailing labels or envelopes	2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 34-44, 47

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 34-44, 47
Type manuscripts from longhand or edited rough draft	17, 22, 28

REFERENCE:

ISBN 0-07-035059-0

Klemin, V. W., & Harsha, K. (1989). PC applications: Comprehensive problems and review. New York: Gregg Division/McGraw-Hill. (Application/workbook, 343 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	237-272, 278-313
Manipulate text	
search and replace text	250, 263, 264
insert text	245, 249, 259, 261, 262, 263, 288, 290
delete text, files or records from storage	245, 249, 259, 264
process text and data using integrated software	277-313
prepare new document from existing documents	249-264, 272
Maintain files	
add new record to files	118-164
update existing records in files	124, 139, 141-143, 155, 163, 296, 297, 301
update data on spreadsheets	12, 14, 16, 20, 23, 25, 27, 30, 31, 34, 35, 38, 40, 43, 44, 45, 64-82, 84-110
rename files	12, 14, 16, 20, 23, 25, 27, 30, 31, 40, 45, 48, 50, 67, 68, 71, 78-82, 86, 89-106, 109, 125, 130, 132, 250, 261, 262, 263, 278-313

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	268-272
Key mailing labels	283-285
Input data	
into spreadsheet formats	11-110. 295, 301, 306, 311
into graphs and charts	173-228, 298, 304, 309
into database files	117-164, 294, 300, 305, 310

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Maintain computer files	
create backup files	12, 14, 16, 19, 21, 23, 28, 30, 32, 64-110, 118-159, 173-181, 196-203, 214-221, 237-272, 278
store documents on disks	12, 14, 16, 18, 20, 22, 23, 25, 30, 32, 34, 35, 37, 38, 39, 40, 42, 43, 44, 45, 47, 48, 50-58, 64-110, 117-164, 173-228, 237-272, 278
Key correspondence from longhand or edited rough draft	237-250, 294, 296
Key business reports or manuscripts	252-264
Key outlines from longhand or edited rough draft	265, 294, 300
Key agenda from longhand or edited rough draft	266

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	12, 14, 16, 18, 20, 23, 27, 30, 32, 64-104, 173-228, 237-272, 278-313
Print information according to sort criteria	121, 125, 136-164, 309
Transmit data	
via electronic bulletin board or electronic mail	310-313
Monitor electronic bulletin board or electronic mail	310-313

REFERENCE: ISBN 0-13-159062-6

Knapp, M. H. (1987). The complete court reporter's handbook. Englewood Cliffs: Prentice Hall. (Principle, 357 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	318

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for numeric filing	156
for color-coded filing system	156
File materials	
with numeric filing system	160-161
with subject filing system	160-161
Establish filing systems	
manual system	156

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
establish system to prioritize work	156-157
prioritize work	158
Maintain efficient, pleasant work environment	
in working environment	156

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
clean and straighten up work area	154-161

REFERENCE:

ISBN 0-538-02080-6

Koeppen, D. B., LaBarre, J. E., & Patton, W. E. (1988). Viewer's Choice: A computerized record keeping/data entry simulation. Cincinnati: South-Western. (Simulation, 89 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	26-38
Maintain files	
add new record to files	25, 29, 31-36, 38
update existing records in files	26, 27, 30, 37

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
overdue accounts	36, 38
Control inventory using computer	
merchandise	26, 29, 32-38

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	26-38
into database files	26-38
Maintain computer files	
store documents on disks	26-38

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	26-38

REFERENCE:

ISBN 0-534-91553-1

Kupsh, J., & Rhodes, R. (1989). Automated office systems. Boston: PWS-Kent. (Principles text, 453 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	77
Manipulate text	
move (rearrange) text	76, 96
insert text	76
delete text, files or records from storage	76
process text and data using integrated software	94, 97-100
assemble documents from stored text	91
prepare new document from existing documents	96
Maintain files	
add new record to files	93
update existing records in files	93
update data on spreadsheets	96
update data on graphs and charts	96, 83, 88

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings on computer	95

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	230
for numeric filing	231
for subject filing	230
for geographic filing	231

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
File materials	
with alphabetic filing system	230
with numeric filing system	231
with subject filing system	230-231
purge files	237
arrange for filing of special materials	226-228
with geographic filing system	231
on microfilm or microfiche	217
Retrieve materials	
from files	231
stored on microfilm or microfiche	217
classified or confidential materials	280-287
Establish filing systems	
manual system	226, 228, 230-231
cross-referencing system	230
index system	230-231
checkout system	76-77
record retention policies	233-237
for magnetic media	77
for storing backup copies of disks	286
for securing classified or confidential materials	280-287
Update and revise filing systems	
update filing system and files	235-237
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	234-237
apply established records retention policies	234-237
maintain magnetic media file	218-221
maintain non-electronic filing system	213-218

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
with optical character recognition equipment	353, 301
into spreadsheet formats	94-96
into graphs and charts	94-96
into database files	83-89
Maintain computer files	
revise spreadsheet formulas	94-96

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs	
for work stations furniture	299-307

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies	
equip work station with supplies	237-240
order supplies for office	237-240
receive supplies	237-240
store supplies	237-240
issue supplies	237-240

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	34, 48, 51-67
plan office layout and workflow	299-337, 341-432
Maintain efficient, pleasant work environment	
in professional reference library	213-215
in working environment	300-337
Maintain positive public relations	
train users of clerical/administrative services	248-265
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	25, 30, 55-56
design clerical/administrative services forms	237-240

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports by interfacing word processing equipment with phototypesetting equipment	124-128
Receive data via modem	73-74, 207
Receive documents via modem	168, 173-175, 301-302
Transmit data	
via electronic bulletin board or electronic mail	207, 168-181
via modem	73
Monitor electronic bulletin board or electronic mail	168-181, 207

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	240
prioritize work	101, 111
perform data protection procedures during power failure	286
perform power conservation and data protection procedures during air conditioning failure	286
Prepare documents for use by others	
verify calculations	94, 95
duplicate materials on photocopier	129, 153
Process mail	
incoming	159-162
outgoing	159-162
maintain mailing list electronically	207

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	159-162
Process outgoing mail	160, 162
packages for shipping	162
specialized mail, such as registered, certified or insured mail	161
Maintain mailing lists	
on computer	96, 172-182
electronically	168-170

REFERENCE: ISBN None

Landroth, R., & Erickson, R. (1981). DDC legal speller. New York: Dictation Disc. (Spelling chart).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a spelling chart.

REFERENCE: ISBN 0-395-38402-8

Lasselle, R. C. (1987). Recordkeeping: The total concept (2nd ed.). Boston: Houghton Mifflin. (Principle/application, 690 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Verify data and correct errors	14-16, 19-21, 38, 147, 203, 204, 254, 258, 296-299, 309-312, 318-322, 349-358, 364, 432-436, 447-450, 456-460, 476-483, 534-537, 551-556, 563-565, 653

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	35-37
Sort materials	
for alphabetic filing	35-37, 364
for numeric filing	29-30
File materials	
with alphabetic filing system	419, 448, 477, 490-491
Retrieve materials	
from files	336-337

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	212-213
payments	190-191, 196-197, 508-515, 533-537
accounts payable invoices	349-358
Prepare business forms manually	
itemized bills, invoices or statements	455, 468-471, 492-497, 500
bank deposits	99, 100, 106, 111, 112, 129, 130, 131, 173, 174, 177, 510-515

DUTY AREA: Performing Financial Activities (Continued)

TASK NAME	PAGE NUMBER
Process forms using computer	368, 420, 497, 565, 654
Prepare business forms using calculator	
payroll	582-586, 593-596, 599-602, 612-614, 622-623, 628-631, 639-643, 650-652, 656-659
financial statements	368
Reconcile forms	
cash count with payments	218-219, 173-174
bank statements	176-177
Process journal entries manually	
make journal entries	64-71, 75-78, 88-89, 318-322, 342-345, 370-372, 432-436, 456-460, 476-483, 499-500, 520-525, 542-545, 551-556, 567-568
post entries from journals to ledgers	330-337, 342-345, 358, 443-447
Control petty cash funds	152-155, 161-165, 176-177
Draft budget estimates	50, 88

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into graphs and charts	26

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare office supply inventory records	
manually	20-21, 262-263

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports on single sheet paper	26

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
verify calculations	290-293
compile documents and batch tickets for daily entry	349-358, 448-450

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase requisitions	247-248
purchase orders	290-293, 306-307, 309
invoices	411, 424
requests for quotation	285, 286
Type statistical reports from longhand or edited rough draft	420

REFERENCE: ISBN 0-395-32999-X

Lasselle, R. C. (1983). Summit Enterprises: A recordkeeping simulation. Boston: Houghton Mifflin. (Simulation, 46 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

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DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Processing forms manually	
shipping order	14, 35
packing list	6, 29
purchase order	6, 29, 30, 35
stock card	5, 29
purchase requisition	5, 29, 31
purchase order register	29
receiving report	27. 28
invoice	9, 28, 30, 31, 32, 33-34, 35, 37, 41
request for quotation	7, 28, 29
purchases journal	10, 33, 34
accounts payable ledger	10-12, 33
voucher checks	21-23, 33, 41, 42, 44
debit memo	11-12, 34, 35
credit memo	14-18, 37, 41
schedule of accounts receivable	18, 41,
schedule of accounts payable	12, 34
sales journal	14-18, 37
accounts receivable ledger	14-18, 37
statement of account	14-18, 37
cash payments journal	20-22
cash receipts journal	88-19, 41, 42
bank reconciliation	23-24, 41
bank deposit	23, 42
time cards	24-25, 43
payroll register	25, 43,44, 45, 46
employee's earning record	26, 44

REFERENCE: ISBN 0-395-35272-X

Lasselle, R. C., & VanAlstyne, D. R. (1984). Microcomputer activities for recordkeeping. Boston: Houghton Mifflin. (Simulation, 89 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	7-9

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
payment vouchers	68-79
purchase requisitions	26-35
accounts payable invoices	36-48
accounts receivable	59-67
wholesale sales records	49-58
purchasing records	26-29, 34-35
sales reports	16, 58
cash register sales transactions	12-16
Control inventory using computer	
merchandise	18-25
Prepare business forms using calculator	
payroll	80-88

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	7-9
into database files	7-89
Initialize disks	5
Maintain computer files	
store documents on disks	10
revise spreadsheet formulas	

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	10, 79, 88-89 and as directed by instructor

346

REFERENCE: ISBN 0-07-037050-8

Lee, D. E., Brower, W. A., & Garner, P. A. (1988). Secretarial office procedures (3rd ed.). New York: Gregg Division/McGraw Hill. (Principle/application/simulation, 224 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	85, 86
Transcribe dictation	
from shorthand	85, 86
from recorded media	85, 86

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	47, 55, 75-76, 85-86, 91, 141-142, 192

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	42-43, 103
maintain appointment book	42, 141-142
cancel and reschedule appointments or meetings	44
arrange itineraries	166
Make notes on employer's mail	102

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	129, 131, 141-142, 192
for subject filing	131, 141-142, 192
File materials	
with alphabetic filing system	129, 131, 141-142, 192
with subject filing system	131, 141-142, 192
to inactive files	139
purge files	139
Establish filing systems	
complete cross-reference sheet	192

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
bank deposits	179
Reconcile forms	
bank statements	180
Control petty cash funds	174, 192

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	53, 75, 151
Input data into database files	156
Key correspondence from longhand or edited rough draft	55, 75, 85, 86, 141, 192
Key business reports or manuscripts from longhand or edited rough draft	91, 154
Key meeting minutes from longhand or edited rough draft	184
Key agenda from longhand or edited rough draft	185, 192
Key tabular information	75, 155

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies equip work station with supplies	74, 141, 192

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	53, 55, 75, 85, 86, 91, 141, 151, 154, 155, 184, 185

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	75
prioritize work	73, 75-76
Prepare documents for use by others	
duplicate materials on photocopier	64
Process telephone calls	
incoming calls	36-37, 45, 75-76, 192
Process mail	
incoming	103, 141

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	103, 141

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms purchase orders	52
Type letters from longhand or edited rough draft	75, 85, 86, 141, 192
Type memos from longhand or edited rough draft	55, 75, 141, 192
Type tables from longhand or edited rough draft	75, 155
Type manuscripts from longhand or edited rough draft	91, 154
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	151, 154
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	51
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	51, 131

REFERENCE: ISBN 0-538-23730-9

Lehman, C. M, Forde, C. M., & Lehman, M. W. (1987). Nicholson, Donovan & Brown: Legal word processing simulation. Cincinnati: South-Western. (Simulation, 211 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare wills	44

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1, 2, 3, 10, 14, 18, 24, 32, 36, 46, 49, 54, 55, 60
Manipulate text	
move (rearrange) text	14, 18, 36, 44, 46, 55
search and replace text	14, 36, 44, 46, 55
insert text	14, 36, 44, 46, 54, 55
process text and data using integrated software	2, 3, 14, 36, 44, 46, 54, 55
assemble documents from stored text	2, 3, 14, 24, 36, 44, 46, 54, 55
prepare new document from existing documents	36, 44, 46, 54, 55
Maintain files	
add new record to files	1, 2, 3, 10, 14, 18, 24, 32, 33, 36, 44, 46, 49, 54, 55
revise stored repetitive material	14, 18, 24, 32, 36, 44, 54, 55

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials for alphabetic filing	32
File materials with alphabetic filing system	32
Retrieve materials from files	10, 14, 18, 32 34, 54, 55

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
financial statements	60

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-3, 10, 14, 18, 34, 36, 46, 49, 54, 55, 60
Key mailing labels	14
Input data from source documents	32, 44, 46, 54
Maintain computer files	
store repetitive material	2-3, 14, 18, 24, 36, 44, 46
store documents on disks	1-3, 10, 14, 18, 24, 36, 44, 46
Key correspondence from longhand or edited rough draft	2-3, 10, 18, 34, 46, 49, 54
Key outlines from longhand or edited rough draft	24
Key tabular information	33

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1, 2, 3, 10, 14, 18, 24, 36, 44, 46, 49, 54, 55
Print information according to sort criteria	14, 36
Print mailing labels or envelopes	14, 49, 55
Sort completed jobs for distribution	10, 14, 18, 36, 44, 54, 55

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
verify calculations	60
compile worker production log	1, 2, 3, 10, 14, 18, 24, 32, 36, 44, 46, 49, 54, 60
Process mail	
outgoing	10, 14, 18, 36, 49, 54
maintain mailing list electronically	14, 18, 36

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists	
on computer	10, 14
distribution lists	10, 14

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms legal documents	44, 46
Type letters from longhand or edited rough draft	2, 3, 10, 14, 34, 36, 46, 49, 54
Type memos from longhand or edited rough draft	1, 18, 34, 54
Type tables from longhand or edited rough draft	33
Type technical reports from longhand or edited rough draft	60
Type outlines from longhand or edited rough draft	24
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	32
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	32

REFERENCE: ISBN 0-07-037917-3

Leslie, L. A., Zoubek, C. E., & Condon, G. A. (1984). Gregg shorthand for the electronic office: Part 2. New York: Gregg Division/McGraw-Hill. (Application, 307 pages, short course series 90).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	1-283 as directed by instructor
Transcribe dictation from shorthand	1-283 as directed by instructor

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DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-283 as directed by instructor

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DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from dictation	54-56, 59-60, 64-66, 69-70, 73-74, 77-79, 82-83, 86-88, 91-92, 95-97, 100-102, 105-107, 110-112, 115-117, 120-123, 126-128, 131-133, 137-138, 141-143, 146-148, 151-153, 156-158, 162-164, 167-169, 172-174, 177-179, 183-184, 188-190, 193-195, 198-201, 204-206, 209-211, 214-216, 219-221, 224-226, 229-231, 234-236, 239-241, 244-246, 249-251, 253-283

REFERENCE: ISBN 0-07-038341-3

Lloyd, A. C., Winger, F. E., Johnson, J. E., Morrison, P. C., & Hall, R. A. (1987a). Gregg keyboarding and personal applications. New York: Gregg Division/McGraw-Hill. (Application, 148 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	12, 73, 97

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	72, 73, 76, 91, 94, 95, 97, 98, 101, 102, 103, 128, 132, 133, 134, 137, 144, 145
Key business reports or manuscripts from longhand or edited rough draft	79, 80, 82, 83, 84, 85, 86, 87, 88, 116, 118, 119-121, 122, 123, 124, 130, 135, 137, 138
Key outlines from longhand or edited rough draft	63, 64, 65, 90, 133, 137
Key tabular information	105-114, 118, 134, 137, 138

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	96, 97, 98, 100, 101

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
application forms	146, 147
resumes	142-143
Type letters from longhand or edited rough draft	93, 94, 95, 97, 98, 101, 102, 103, 128, 132, 133, 134, 137, 144, 145, 148
Type memos from longhand or edited rough draft	72, 73, 76, 91
Type tables from longhand or edited rough draft	105-109, 110-112, 113, 114
Type manuscripts from longhand or edited rough draft	79, 80, 82, 83, 84, 85, 86, 87, 88, 91, 116, 117, 118, 119-121, 130, 135, 138
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	63, 64, 65, 90, 117-119, 112-124, 133, 137

REFERENCE: ISBN 0-07-038344-8

Lloyd, A. C., Winger, F. E., Johnson, J. E., Morrison, P. C., & Hall, R. A. (1987b). *Gregg typing: Keyboarding and processing documents--complete course, series eight*. New York: Gregg Division/McGraw-Hill. (Application, 494 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	452, 482
Prepare bills of sale	450, 451
Prepare wills	446, 450
Prepare deeds on preprinted forms	448, 450

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare papers for adoption	454

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	269, 327, 329, 384, 385, 386, 400, 404, 407, 435, 438, 483
Manipulate text	
insert text	63, 81, 92, 117, 147, 151, 179, 469-471
delete text, files or records from storage	147, 179, 469-471
prepare new document from existing documents	185, 304, 305, 307, 428

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	290, 404
File materials	
with alphabetic filing system	290, 404

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	351, 355, 356
itemized bills, invoices or statements	353, 366, 457, 483

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	171, 173, 209, 213, 215, 216, 249, 265, 269, 271, 295, 325, 365, 371-375, 377, 394, 397, 401, 428, 430, 431-432, 443, 472-473
Key mailing labels	467
Maintain computer files	
store documents on disks	420-424, 466-467, 469-471

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	102, 107, 129, 149, 151, 155, 168, 182-184, 187, 189, 205-206, 209-210, 222, 226-229, 233, 235, 249, 274, 278, 280, 292, 305, 307, 321, 345-346, 364, 367, 382-383, 400, 403, 407, 420, 443, 467
Key business reports or manuscripts from longhand or edited rough draft	92, 94, 144, 238, 297, 329, 399, 435, 469, 474-480
Key meeting minutes from longhand or edited rough draft	176, 202, 267
Key outlines from longhand or edited rough draft	62, 63, 85
Key agenda from longhand or edited rough draft	332, 334
Key news release from longhand or edited rough draft	329, 438
Key tabular information	114-117, 129, 160-161, 163, 165, 166-168, 289, 292, 314-316, 319, 329, 405, 436, 483

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	458, 460, 483
commercial insurance claim forms	461
Medicare payment request forms	463

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	102, 107

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
prioritize work	321, 325, 363, 399, 434, 438
Prepare documents for use by others	
compile worker production log	321, 325, 363, 399, 434, 438, 474

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	446, 448, 450, 451, 452, 454, 482
invoices	194, 365, 435, 483
news releases	329, 438
Type letters from longhand or edited rough draft	102, 107, 129, 149, 151, 182, 184, 189, 205, 209, 222, 226, 227, 229, 233, 274, 278, 292, 305, 307, 345, 346, 364, 367, 382, 383, 400, 403, 407, 420, 435, 443, 467

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type memos from longhand or edited rough draft	155, 168, 187, 206, 210, 235, 249, 280, 321
Type tables from longhand or edited rough draft	114, 115, 116, 117, 129, 160, 161, 163, 165, 166-168, 289, 292, 314, 315, 316, 319, 329, 405, 408, 436, 483
Type manuscripts from longhand or edited rough draft	92, 94, 149, 238, 297, 329, 469, 474-480
Type technical reports from longhand or edited rough draft	399, 435
Type outlines from longhand or edited rough draft	62, 63, 85
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	290, 360, 404
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	467

REFERENCE: ISBN 0-395-44405-5

Luke, C. (1988). Seasons Travel and Tours: Office activities for integrated software. Boston: Houghton Mifflin. (Simulation, 125 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73
Manipulate text	
move (rearrange) text	37, 77
search and replace text	55, 77
insert text	29, 45, 49, 51, 77
process text and data using integrated software	45, 47, 51, 59, 61, 65, 67, 69, 71
assemble documents from stored text	45, 49, 51, 61, 63, 65, 69, 71
prepare new document from existing documents	29, 45, 47, 5, 61, 63, 65, 69, 71
Maintain files	
add new record to files	39, 73
update existing records in files	49
update data on spreadsheets	39, 40, 42, 73
revise stored repetitive material	45
maintain backup files	29

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	26, 28, 59, 63, 67
Input data	
into spreadsheet formats	39, 40, 42, 59, 73, 77
into graphs and charts	77
into database files	33, 35, 51, 53, 55, 77
Maintain computer files	
store documents on disks	24-28, 33, 39, 40, 42, 45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73, 77
revise spreadsheet formulas	39, 59, 73
Key correspondence from longhand or edited rough draft	24, 25, 27, 53, 55, 57, 59, 63, 67
Key business reports or manuscripts from longhand or edited rough draft	59, 77
Key outlines from longhand or edited rough draft	26

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	24, 26-29, 37, 42, 45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73, 77
Print information according to sort criteria	37, 57, 61, 63, 64, 73

REFERENCE:

ISBN 0-395-38429-X

Luke, C. M., & Stiegler, C. B. (1987). Office systems and procedures (2nd ed.). Boston: Houghton Mifflin. (Principle/application, 665 pages accompanied by student activities workbook).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

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DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare bills of sale	334-340
Prepare wills	334-340
Prepare contracts on preprinted forms	334-344

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	493-504
Transcribe dictation	
from shorthand	499
from recorded media	498-499

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	200, 245, 264, 278, 297, 304-305, 334, 419, 452, 532, 459, 485, 582, 583
Verify data and correct errors	535
Manipulate text	
move (rearrange) text	443-453, 573-583
prepare new document from existing documents	268-278, 431-453

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	124-136
schedule appointments or meetings	137-151
maintain appointment book	126-136
prepare daily schedule of appointments	126-136
cancel and reschedule appointments or meetings	131
arrange itineraries	150
arrange receptions, dinners or banquets	144-147, 149
Review technical journals for articles of interest	295-309, 454-464, 561-571
Deal with irate phone calls	153-164

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	387, 389, 403, 404, 406-410, 415, 418, 428, 429
Sort materials	
for alphabetic filing	387-389, 403-404, 415, 349-350
for numeric filing	349, 418, 420-423, 428
for subject filing	350, 418-420, 429
for geographic filing	350, 417-418, 429
File materials	
with alphabetic filing system	387-389, 403-404, 415, 428
with numeric filing system	428
with subject filing system	429
with geographic filing system	429
Retrieve materials	
from files	372, 410-412, 415
locate misfiles	415

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
Establish filing systems	
manual system	345-430
index system	374-404
Maintain filing system procedures	
apply established records retention policies	376-430

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
requisitions prepared by others	520-536
Prepare business forms manually	
itemized bills, invoices or statements	520-538
bank deposits	511-513
Prepare business forms using calculator	
payroll	549-560
Reconcile forms	
bank statements	506-520
Control petty cash funds	539-548

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	20-21, 150, 249-260, 311-319, 472
Input data into graphs and charts	314-325
Maintain computer files store documents on disks	150, 151, 200, 278, 309, 325, 452, 582-583
Key correspondence from longhand or edited rough draft	177, 200, 216, 229, 245, 248-278, 309-345, 357, 373, 441, 452, 453, 477, 503, 572
Key business reports or manuscripts from longhand or edited rough draft	55, 310-325, 562-585
Key meeting minutes from longhand or edited rough draft	330-331, 343
Key agenda from longhand or edited rough draft	151, 329
Key tabular information	65-66, 77-78, 88, 122, 314-317, 346-357, 440-441, 464, 476, 502, 582

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Prepare forms for purchase or lease of office equipment	
prepare cost justification for purchase or lease of office equipment	206-215
recommend purchase or lease of office equipment	365-375
Determine needs	
for software	456-478
for work stations furniture	3-4, 80-88

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare office supply inventory records manually	88, 441
Maintain office supplies	
equip work station with supplies	279-288, 359, 522-523
order supplies for office	279-288
store supplies	287-288

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	80-88
prioritize work	98, 107
Maintain efficient, pleasant work environment	80-88

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	55, 65, 78, 88, 122, 150, 151, 177, 200, 216, 229, 245, 266, 267, 278, 309, 325, 343, 356, 357, 373, 441, 452, 453, 464, 476, 477, 491, 502, 503, 572, 582, 583
Print mailing labels or envelopes	244, 245, 266, 278, 309
Separate continuous-feed forms or paper	325, 583

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	289
prioritize work	98, 107
Prepare documents for use by others	
verify calculations	
duplicate materials on photocopier	491, 583
maintain payroll processing procedures manual	559, 560
follow procedures to maintain confidentiality of data	226, 276
Process telephone calls	
incoming calls	52, 166, 174, 176
outgoing calls	190
Process mail	
incoming	228
outgoing	245

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	217-230
receive mail	218
sort mail	224
forward mail	221-222
distribute mail	222
Process outgoing mail	
packages for shipping	231-246
specialized mail, such as registered, certified or insured mail	236
Maintain mailing lists	238-239
Process bulk mail	238

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	334-344
purchase requisitions	536
purchase orders	537
invoices	536
telegraph messages	201, 202
Type letters from longhand or edited rough draft	200, 245, 266, 278, 309, 477, 503
Type memos from longhand or edited rough draft	177, 216, 229, 267, 357, 373, 441, 452, 453
Type tables from longhand or edited rough draft	65, 78, 88, 122, 150, 151, 356, 441, 464, 476, 502, 582
Type manuscripts from longhand or edited rough draft	55, 325, 582-583
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	325
Type outlines from longhand or edited rough draft	491
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	135, 229, 387, 389
Type graphs from longhand or edited rough draft	325

REFERENCE: ISBN 0-534-91873-5

Lundgren, T. D., & Lundgren, C. A. (1989). Records management in the computer age. Boston: PWS-Kent. (Principles text, 299 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

This publication includes more emphasis on computer-based systems than is apparent in the task lists.

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Maintain files	
add new record to files	30, 62-78, 221-222, 241-250
update existing records in files	30, 62-64
update data on spreadsheets	31
revise stored repetitive material	61-78
update data on graphs and charts	49-51
rename files	81-95
maintain backup files	62
copy one disk to another	27-28, 31, 221
add data to backup files	216, 220

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	82-94, 267-271
Sort materials	
for alphabetic filing	83-84, 91-95
for numeric filing	84-86, 95
for subject filing	87, 92-93
for geographic filing	84, 91-95
for color-coded filing system	81-82. 91-95, 182
File materials	
with alphabetic filing system	83, 84, 91-94, 96
with numeric filing system	84, 91, 94, 96
with subject filing system	87, 95
to inactive files	71, 72
purge files	71-72, 79-80, 182-183, 239
with geographic filing system	81, 92-93
with color-coded filing system	81-82, 91-95, 182
on microfilm or microfiche	119-121, 123-124, 126-128, 152
Retrieve materials	
from files	72-75, 78-79
stored on microfilm or microfiche	78-79, 117-128
locate misfiles	188-190

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
Establish filing systems	
manual system	60-78, 99-113
index system	60-78, 82-95, 96-114
checkout system	184-185
record retention policies	63-78
for magnetic media	87-95
for storing software	72-78, 209-211
for securing classified or confidential materials	73
complete cross-reference sheet	89-90
Update and revise filing systems	
revise file checkout system	212
update filing system and files	237-262
Maintain filing system procedures	
apply established records retention policies	15, 67-75, 89-94, 115-128, 188-204, 213-224, 226-236
maintain magnetic media file	247-250
maintain software library	143-155
maintain non-electronic filing system	9-11, 13, 30-31, 49-50, 59-78, 110-114, 136-140, 143-156

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	251-266
with optical character recognition equipment	253, 258-261
Maintain computer files	225-236

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	41-55
prioritize work	41-55

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
perform data protection procedures during power failure	67, 76, 144, 233-236
perform power conservation and data protection procedures during air conditioning failure	67, 76

REFERENCE: ISBN None

Mason, L. D. (1987). 47 exercises for typing classes (rev. ed.). Portland, ME: J. Weston Walch. (Application, 47 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare wills	35
Prepare contracts on preprinted forms	36

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-47

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	24, 25, 26
Key mailing labels	23
Key correspondence from longhand or edited rough draft	3-6, 12-22, 45
Key business reports or manuscripts from longhand or edited rough draft	24-26, 41-43, 47
Key outlines from longhand or edited rough draft	7-11
Key tabular information	1, 2, 27-34

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	35, 36
invoices	37-39
telegraph messages	38, 40
menus	1
announcments	2, 47
credit memos	37-40
resumes	46
Type letters from longhand or edited rough draft	12-22, 45
Type memos from longhand or edited rough draft	3-6
Type tables from longhand or edited rough draft	27-34, 44
Type manuscripts from longhand or edited rough draft	24-26
Type outlines from longhand or edited rough draft	7-11
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	23
Type statistical reports from longhand or edited rough draft	41-43

REFERENCE: ISBN 0-395-34824-2

Masters, A. (1986). Help with punctuation. Boston: Houghton Mifflin. (Specialized application, 81 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a consumable textbook/workbook for teaching the fundamentals of punctuation. The material is designed for initial learning, practice, or reinforcement.

REFERENCE: ISBN 0-02-683010-8

McCauley, R. (1987a). Professional reference for the office. Mission Hills, CA: Glencoe. (Reference, 536 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	161
Prepare bills of sale	160
Prepare contracts on preprinted forms	160
Prepare corporation documents	
corporation minute books	428-430

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints from sample forms	76
Prepare answers	71-88
counterclaims	71-88
cross-claims	71-88

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation at typewriter	101-106
Transcribe dictation from recorded media	101-106, 203-207

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	137, 143-144

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	3-10
schedule appointments or meetings	420
maintain appointment book	531-536
cancel and reschedule appointments or meetings	531-536
arrange itineraries	12, 19
prepare meeting agenda	420
Prepare documents	
travel expense vouchers	16-20
minutes of meetings	428
notarized documents	41
Make arrangements for employer	
for meetings	420
for conferences	420
Make notes on employer's mail	378
Obtain passport for employer	14
Call telephone repair service	497
Page employees	504
Deal with irate phone calls	494-496

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	217
Sort materials	219
for alphabetic filing	219-230
for numeric filing	235
for subject filing	232
for geographic filing	231
for color-coded filing system	248
File materials	
with alphabetic filing system	219-230
with numeric filing system	235
with subject filing system	232
to inactive files	240
purge files	241
arrange for filing of special materials	213
with geographic filing system	231
with color-coded filing system	248
on microfilm or microfiche	253-254
Retrieve materials	
stored on microfilm or microfiche	253, 257
Establish filing systems	
manual system	245
cross-referencing system	217
index system	217, 220
checkout system	238, 247
record retention policies	211, 238
for magnetic media	257
for storing backup copies of disks	259
for storing software	259
process outguides	247
Update and revise filing systems	
revise file checkout system	247
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	254
apply established records retention policies	238, 247
maintain magnetic media file	242, 253-259
maintain software library	242, 253, 259
maintain non-electronic filing system	212-241

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	328
payments	21
overdue accounts	328
accounts payable invoices	328
requisitions prepared by others	328
Prepare business forms manually	
itemized bills, invoices or statements	327
bank deposits	27
Control inventory using computer	
merchandise	322
office supplies and office forms	322
Prepare business forms using calculator	
payroll	44
financial statements	56
Reconcile forms	
cash count with payments	49
bank statements	37
Process journal entries manually	
make journal entries	54
post entries from journals to ledgers	54
Control petty cash funds	42
Approve bills for payment	327
Manage cash advance accounts	49

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	159-161
Key mailing labels	154
Input data	
with optical character recognition equipment	348
into graphs and charts	149
into database files	465
Initialize disks	257
Maintain computer files	
store documents on disks	259
Key correspondence from longhand or edited rough draft	162
Key business reports or manuscripts from longhand or edited rough draft	181
Key meeting minutes from longhand or edited rough draft	428
Key outlines from longhand or edited rough draft	94
Key agenda from longhand or edited rough draft	420-423
Key news release from longhand or edited rough draft	90
Key tabular information	121, 127-134

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Perform maintenance functions	
perform maintenance functions on photocopier, such as changing toner and replacing paper	469
Prepare forms for purchase or lease of office equipment	321
recommend purchase or lease of office equipment	524
Determine needs	
for work stations furniture	518

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare cost justification for purchase of office supplies	484
Maintain office supplies	
equip work station with supplies	519, 520
store supplies	520

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	519
prioritize work	529, 532-535
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	516

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Transmit data	
via electronic bulletin board or electronic mail	508-514
via modem	508-514
Monitor electronic bulletin board or electronic mail	508

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	520
prioritize work	529, 532-535
Prepare documents for use by others	
duplicate materials on photocopier	469
collate and bind documents	482
Process telephone calls	
incoming calls	494
outgoing calls	497-503
record outgoing long distance calls	499-505
Process mail	
incoming	378
outgoing	380

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	379
sort mail	379
forward mail	379
distribute mail	379
Process outgoing mail	380
packages for shipping	386
specialized mail, such as registered, certified or insured mail	386, 389
Process bulk mail	389

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	159-161
news releases	91
Type letters from longhand or edited rough draft	162
Type memos from longhand or edited rough draft	179
Type manuscripts from longhand or edited rough draft	181
Type technical reports from longhand or edited rough draft	159
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	181, 182, 196
Type outlines from longhand or edited rough draft	94

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	180
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	154, 213
Type materials for reproduction (reprographics) from longhand or edited rough draft	482
Type graphs from longhand or edited rough draft	150

REFERENCE: ISBN 0-02-683020-5

McCauley, R. (1987b). *Professional reference for the office: Instructor's resource guide*. Mission Hills, CA: Glencoe. (Reference, 204 pages)

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms	X	
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	84-87, 95, 101, 157
Manipulate text	
assemble documents from stored text	88-92

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	92
make hotel reservations	90
schedule appointments or meetings	90, 135
arrange itineraries	88-89
prepare meeting agenda	135, 137
arrange receptions, dinners or banquets	138
Prepare documents	
minutes of meetings	139-140
Make arrangements for employer	
for meetings	91

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	114
File materials	
with alphabetic filing system	114
Establish filing systems	
manual system	144

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually payments	97-98
Prepare business forms manually bank deposits	97-98
Reconcile forms bank statements	159

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	105-108
Maintain computer files	
store repetitive material	109-111
store documents on disks	109-111
Key correspondence from longhand or edited rough draft	122-123
Key meeting minutes	139-140
Key outlines	88-89
Key agenda	137
Key tabular information	125

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Design and key office forms	118

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	105, 109-111, 122, 123

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process mail	
incoming	155
courier airbill	103-104

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	155
courier airbill	103-104
Maintain incoming/outgoing mail register	
certified or insured mail	131

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters	90-91, 117, 136
from longhand or edited rough draft	107, 108, 109-111, 152-153
Type memos	122, 123, 135
Type agenda	137
Type minutes	139-140
Type tables from longhand or edited rough draft	125
Type manuscripts from longhand or edited rough draft	142-143
Type itinerary	88-89

REFERENCE: ISBN 0-02-683040-X

McCauley, R. (1987). Word processing on the job: A brief applications project. Mission Hills: Glencoe. (Application, 41 pages plus working papers).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text	
insert text	38
delete text, files or records from storage	38, 40
assemble documents from stored text	29
Maintain files	
add new record to files	29, 32
update existing records in files	29, 32, 38

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
prepare meeting agenda	17, 23

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	40

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	26
Key correspondence from longhand or edited rough draft	14, 15, 18, 20-22, 24, 27-28, 29, 31, 41
Key business reports or manuscripts from longhand or edited rough draft	34-36
Key outlines from longhand or edited rough draft	20-22, 27-28, 33
Key agenda from longhand or edited rough draft	17, 23
Key tabular information	39

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow prioritize work	all activities

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	14, 15, 18, 20-22, 24, 27-28, 29, 31, 41

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use prioritize work	all activities

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists on computer	16, 29

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms agenda	17, 23, 33
Type letters from longhand or edited rough draft	15, 18, 24, 29, 31, 41
Type memos from longhand or edited rough draft	14, 15, 20-22, 27-28
Type tables from longhand or edited rough draft	27-28, 39
Type technical reports from longhand or edited rough draft	34-36, 38
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	26, 32
Type outlines from longhand or edited rough draft	20-22, 27-28, 33

REFERENCE: ISBN 0-538-25830-6

McIntosh, H., & Welter, C. (1984). Thornton, Crane & Ashby: The legal secretary, an office job simulation (2nd ed.). Cincinnati: South-Western. (Simulation).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PACKET-ITEM NUMBER
Prepare agreements	1.7, 14.34
Prepare wills	1.9, 3.21
Prepare deeds on preprinted forms	3.24, 4.31
Prepare leases on preprinted forms	2.17
Prepare powers of attorney on preprinted forms	2.12, 4.35

DUTY AREA: Preparing Court Documents

TASK NAME	PACKET-ITEM NUMBER
Prepare complaints	
on preprinted forms	1.8, 3.20, 4.36
from sample forms	2.12
Prepare answers	
answers	2.14
counterclaims	2.14
Prepare other court documents	
affidavits	1.6, 4.30
subpoenas	2.15
summons	1.8, 3.20, 4.36

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PACKET-ITEM NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor

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DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PACKET-ITEM NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	1.4, 1.5, 2.10, 2.18, 3.22, 3.23, 3.25, 3.26, 4.29
maintain appointment book	1.4, 1.5, 2.18, 3.23, 3.25, 3.26, 4.29, 4.32
prepare daily schedule of appointments	1.1, 2.10, 3.19, 4.29, 4.32
cancel and reschedule appointments or meetings	4.32

DUTY AREA: Filing Materials Manually

TASK NAME	PACKET-ITEM NUMBER
Sort materials for alphabetic filing	1.1, 2.11, 3.19, 4.29
File materials with alphabetic filing system	Items 1-38
Retrieve materials from files	Items 1-38
Establish filing systems	
cross-referencing system	1.2, 2.12, 3.20

DUTY AREA: Performing Financial Activities

TASK NAME	PACKET-ITEM NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	3.27, 4.37
Prepare business forms using calculator	2.16
financial statements	3.27, 4.37, 38
Process journal entries manually	
make journal entries	1.1, 2.10, 3.19, 3.22, 4.29
post entries from journals to ledgers	1.1, 2.10, 3.19, 3.22, 4.29, 4.37

DUTY AREA: Organizing and Planning

TASK NAME	PACKET-ITEM NUMBER
Organize workflow	
prioritize work	1.8, 2.10, 3.19, 4.29

DUTY AREA: Performing Clerical Activities

TASK NAME	PACKET-ITEM NUMBER
Prepare office for daily use	
prioritize work	1.1, 2.10, 3.19, 4.29
Prepare documents for use by others	
duplicate materials on photocopier	2.12

DUTY AREA: Typewriting Activities

TASK NAME	PACKET-ITEM NUMBER
Type forms	
legal documents	Items 1-38
Type letters from longhand or edited rough draft	1.3, 2.11, 2.12, 4.33
Type memos from longhand or edited rough draft	2.16
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	1.2

REFERENCE: ISBN 0-538-11961-6

McIntosh, H., & Welter, C. W. (1987). Encore Talent Agency: A typewriting simulation (2nd ed.). Cincinnati: South-Western. (Simulation, 87 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	all activities
Manipulate text	
move (rearrange) text	1, 2, 4, 5, 8, 13, 16, 21
insert text	1, 2, 4, 5, 8, 13, 14, 16, 21, 24
Maintain files	
update existing records in files	1, 2, 4, 5, 8, 13, 14, 16, 21, 24

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	JOB NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	9
Prepare documents	
itinerary	9
agenda	18
schedule	19, 22
minutes	21
announcement	23, 25

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Maintain filing system procedures	
apply established records retention policies	15

DUTY AREA: Performing Financial Activities

TASK NAME	JOB NUMBER
Prepare business forms using calculator purchase order	12

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	3, 6, 7, 10, 11, 17, 19, 20, 22
Input data from source documents	1, 2, 8, 13, 21, 23, 25
Key correspondence from longhand or edited rough draft	4, 5, 14, 16, 24
Key meeting minutes from longhand or edited rough draft	21
Key agenda from longhand or edited rough draft	18
Key itinerary from longhand or edited rough draft	9

DUTY AREA: Organizing and Planning

TASK NAME	JOB NUMBER
Establish and update procedures and standards establish procedures for use of clerical/administrative services	Pages 1-5 to prepare for job activities

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	all activities

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
purchase orders	12
announcements	1, 23
agendas	18
itineraries	9
schedules	2
minutes	21
Type letters from longhand or edited rough draft	4, 5, 14, 24
Type memos from longhand or edited rough draft	2, 8, 11, 16
Type manuscripts from longhand or edited rough draft	13
Type technical reports from longhand or edited rough draft	1, 3, 7, 9, 10, 17, 19, 20, 22, 23, 25
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	15

REFERENCE: ISBN 0-538-60076-4

McIntosh, H., & Welter, C. W. (1989). Carrollwood Industries Inc.: The secretary, an office job simulation (3rd ed.). Cincinnati: South-Western. (Simulation packet).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Maintain files	
add new record to files	1, 2, 3, 4, 10, 11, 12, 15, 16, 17, 18, 19, 22, 23, 25, 26, 27, 28, 29, 30, 31, 34, 35

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	JOB NUMBER
Schedule appointments and meetings	
maintain appointment book	5, 6, 21, 32, 33
prepare daily schedule of appointments	5, 6, 21, 32, 33
maintain appointments and meeting schedules on computer	5, 6, 21, 32, 33
prepare meeting agenda	2
Prepare documents	
travel expense vouchers	17, 35
minutes of meetings	11, 29

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Code materials for filing	3, 4, 15, 20, 23, 26, 27, 30, and page 8
Sort Materials	
for alphabetic filing	3, 4, 15, 20, 23, 26, 27, 30
Tickler file	4, 7, 8, 23, and page 8

DUTY AREA: Performing Financial Activities

TASK NAME	JOB NUMBER
Prepare forms manually itemized bills, invoices or statements	17, 18, 35
Process forms using computer	17, 18, 35
Draft budget estimates	19, 30

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	1, 3, 8, 12, 16, 17, 18, 20, 22, 24, 25, 29, 30, 31, 34, 35
Input data from source documents	8, 9, 10
Key correspondence from longhand or edited rough draft	4, 15, 23, 26, 27
Key business reports or manuscripts from longhand or edited rough draft	19
Key meeting minutes from longhand or edited rough draft	11, 29
Key agenda from longhand or edited rough draft	2
Key itinerary	12, 28

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-4, 8, 11, 12, 15-19, 22, 23, 25-31, 35

DUTY AREA: Performing Clerical Activities

TASK NAME	JOB NUMBER
Prepare office for daily use	
prioritize work	1-35
Prepare documents for use by others	
verify calculations	19
Process telephone calls	
process incoming telephone calls	5, 6, 13, 21, 32, 33

DUTY AREA: Processing Mail

TASK NAME	JOB NUMBER
Process incoming mail	
sort mail	8, 20
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	8, 20
Maintain mailing lists	
manually	8

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
purchase orders	18, 34
Type letters from longhand or edited rough draft	4, 15, 23, 26, 27
Type memos from longhand or edited rough draft	3, 20, 30
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	9, 24

REFERENCE: ISBN 0-538-23830-5

Meroney, J. W. (1989). Word processing applications in practice (2nd ed.). Cincinnati: South-Western. (Application, 147 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTYAREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	all activities
Manipulate text	
move (rearrange) text	66, 93-99, 102-118
insert text	46, 58, 66-67, 93-99, 102-118, 128
delete text, files or records from storage	46, 58, 66-67, 93-99, 102-118, 128
assemble documents from stored text	93-99, 102-118

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	124, 126
Maintain computer files	
store documents on disks	39, 40, 44, 45, 54-58, 63-74, 93-99, 102-118, 124, 126, 130-147
Key correspondence from longhand or edited rough draft	39, 40, 44, 45, 54-58, 63-72, 130-134
Key business reports or manuscripts from longhand or edited rough draft	93-99, 102-118, 135-146
Key tabular information	44, 45, 63, 66, 147

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	39, 40, 44, 45, 46, 54-58, 63-72, 93-99, 102-118, 124, 126, 130-134, 135-146, 147
Print mailing labels or envelopes	54-58, 63-74, 132
Separate continuous-feed forms or paper	93-99, 102-118, 135-146

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	54-58, 63-72, 132-134
Type memos from longhand or edited rough draft	39, 40, 44, 45, 130-131
Type tables from longhand or edited rough draft	44, 45, 63, 66, 124, 126, 147
Type manuscripts from longhand or edited rough draft	93-99, 102-108, 111-117, 136-145
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	109, 118, 135, 146

REFERENCE: ISBN None

Mintz, H. (1979). Telephone use activity pack. Portland, ME: J. Weston Walch. (Application, 49 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls incoming calls	39-49

REFERENCE: ISBN 0-02-685490-2

Mitchell, C. A. (1989). Machine transcription: A comprehensive approach for today's office specialist (2nd. ed.). Mission Hills, CA: Glencoe. (Application, 166 pages plus machine transcription tape and working papers).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents	X	
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare complaints from dictation	124

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation from recorded media	36, 45, 56, 62, 69, 72, 83, 86, 92, 100, 103, 107, 111, 121, 124, 126, 128, 131, 134

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	54, 61, 62, 68, 71, 85, 90, 99, 102, 106, 110, 115, 120, 123, 125, 127, 129, 130, 132

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data into graphs and charts	129
Key correspondence from machine transcription	62, 69, 72, 83, 85, 91, 95, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134
Key business reports or manuscripts from machine transcription	128

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
establish system for logging work in and out	27

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	62, 69, 72, 83, 85, 91, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
compile worker production log	27

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type legal documents	124
Type letters from machine transcription	62, 69, 72, 83, 85, 91, 95, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134
Type memos from machine transcription	72, 92, 107, 116, 121, 128, 131, 132
Type tables from machine transcription	129
Type manuscripts from machine transcription	128

REFERENCE: ISBN 0-538-23680-9

Moody, P. G. (1987). Skills for the electronic world--reach a little higher. Cincinnati: South-Western. (Principle/application, 246 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	31-35, 38-39, 46, 59, 77, 101, 118, 134, 145, 158, 176-177, 193, 214, 227, 241
Verify data and correct errors	28-29, 37
Manipulate text	
insert end-of-line hyphens into text	39

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments or meetings (teleconference)	223-224
maintain appointments and meeting schedules on computer	221
Deal with irate phone calls	107, 191-192

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
establish system to prioritize work	123-127
Maintain positive public relations	
expedite charitable and civic contributions	113
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	195-196, 202-204

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Receive data via modem	221-222
Transmit data	
via electronic bulletin board or electronic mail	216-218
via modem	221-222

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	181-185, 191
outgoing calls	185-188, 191

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	57-58, 60-61

REFERENCE: ISBN 0-87350-334-1

Moon, H. R. (1984). Office procedures and technology. Bronx, NY: MPC Publishing. (Principle, 278 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare bills of sale	148
Prepare promissory notes on preprinted forms	160

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	226-227
at typewriter	228
Transcribe dictation	
from shorthand	228-232
from recorded media	232-233

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	20-26, 37-40, 41-43, 142-145, 146, 147-148, 149-150, 259-265, 270-271
Verify data and correct errors	11, 217, 240-246

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	185-192
schedule appointments or meetings	179-182, 236-238
arrange itineraries	199-201
arrange receptions, dinners or banquets	181-182
Prepare documents	
travel expense vouchers	198
Make arrangements for employer	
for meetings	182-183, 193-197
Make notes on employer's mail	50, 53-54
Call telephone repair service	79

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	108-110
Sort materials	
for alphabetic filing	110
for numeric filing	110
for subject filing	110
for geographic filing	110
File materials	
with alphabetic filing system	120-125
with numeric filing system	120
with subject filing system	119
with geographic filing system	119
Retrieve materials	
from files	110
stored on microfilm or microfiche	117

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
Establish filing systems	
checkout system	111
record retention policies	117
for magnetic media	113-116
for storing backup copies of disks	115-116
Update and revise filing systems	
update filing system and files	112
Maintain filing system procedures	
apply established records retention policies	113

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
payments	136-138, 158-159
Prepare business forms manually	
itemized bills, invoices or statements	72-73
bank deposits	133-135
Process forms using computer	
financial statements	128-130
Prepare business forms using calculator	
payroll	130-132
Reconcile forms	
bank statements	138-140
Control petty cash funds	132
Draft budget estimates	130

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key mailing labels	69
Input data with optical character recognition equipment	97
Initialize disks	99
Key correspondence from longhand or edited rough draft	20-26, 37-40, 41-42, 259-265, 270-271
Key envelopes	27-30
Key business reports or manuscripts from longhand or edited rough draft	142-145
Key meeting minutes from longhand or edited rough draft	149-150
Key news release from longhand or edited rough draft	41, 43
Key tabular information	145-146

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Perform maintenance functions clean equipment	216
Prepare forms for purchase or lease of office equipment	176-177

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare office supply inventory records manually	153
Maintain office supplies	
order supplies for office	154-156, 220-222, 223
store supplies	223
equip work station with supplies	153

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DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
prioritize work	204
Maintain efficient, pleasant work environment	3, 6, 9-11, 203-207, 236
Maintain positive public relations	
train users of clerical/administrative services	4
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	7, 17, 20, 31-33, 47-56, 57-74
establish procedures for securing confidential information	12

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	98
Print mailing labels or envelopes	27-30, 69
Transmit data	
via electronic bulletin board or electronic mail	102-103
via modem	100
Monitor electronic bulletin board or electronic mail	102-103

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	153
prioritize work	204
Prepare documents for use by others	
duplicate materials on photocopier	174-176
collate and bind documents	177
Process telephone calls	
incoming calls	2, 76
outgoing calls	2, 76, 86-88
Process mail	
incoming	47-56
outgoing	57-74

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	48
sort mail	47
forward mail	52, 55, 65
distribute mail	49-53
Process outgoing mail	
packages for shipping	61, 68
specialized mail, such as registered, certified or insured mail	58-61, 62-65
Maintain mailing lists	
manually	68

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	20-26, 37-40, 259-365, 270-271
Type tables from longhand or edited rough draft	146-146
Type manuscripts from longhand or edited rough draft	142-145
Type envelopes	27-30, 218
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	144
Type information on cards such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	219

REFERENCE: ISBN None

Nadler, C. D. (1981). Spelling dynamics for typing speed. New York: Dictation Disc. (Application, 92 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is designed to assist with commonly misspelled words.

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	3-48

REFERENCE: ISBN 0-07-046147-3

Neal, D. A., Fruehling, R. T., & Weaver, C. K. (1989a). Applications manual for today's electronic office: Procedures and applications. New York: Gregg Division/McGraw-Hill. (Application, 161 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	55

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	13, 19-20, 35, 43-49, 51, 53-54, 57-58, 161
Manipulate text	
process text and data using integrated software	67-68
assemble documents from stored text	112
Maintain files	
rename files	69-71
maintain backup files	73-74

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	6-7, 38
schedule appointments or meetings	37, 93, 107, 111
arrange itineraries	119-120
prepare meeting agenda	107-108
arrange receptions, dinners or banquets	112
Prepare documents	
travel expense vouchers	38
minutes of meetings	38
Make arrangements for employer for meetings	108
Make notes on employer's mail	99-104, 121

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	80-82
Sort materials	
for alphabetic filing	80
for numeric filing	81
for subject filing	82
for geographic filing	80-81

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	139-144
Process forms using computer	
financial statements	137-138
Prepare business forms using calculator	
financial statements	137-138
Reconcile forms	
bank statements	131-136

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	59-61, 91, 115, 143
into graphs and charts	65-66, 115
into database files	63-64, 83, 109-110, 129-130
Initialize disks	33-34, 76
Maintain computer files	
store documents on disks	17, 23-24, 53-54, 73-74
revise spreadsheet formulas	62-63

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	13, 35, 43-49, 51, 53-54, 161
Key business reports or manuscripts from longhand or edited rough draft	57-58

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Perform maintenance functions	
repair minor office equipment malfunctions	31
monitor hardware and software for working condition	31-32
Maintain inventory of office equipment	
receive office equipment	31
supervise installation of office equipment	32
Determine needs	
for software	11-13
for work stations furniture	15-16

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	5-6, 7-10, 29-30, 89-90, 145-148
establish system to prioritize work	149-151
prioritize work	21-22
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	25-26, 32, 123-124, 153-154

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	85-88
Print mailing labels or envelopes	112
Receive data via modem	95-98
Transmit data	
via electronic bulletin board or electronic mail	37-39, 93-94
via modem	117-118

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
prioritize work	21-22
Prepare documents for use by others	
follow procedures to maintain confidentiality of data	6
Process telephone calls	
incoming calls	127
outgoing calls	38, 125
Process mail	
incoming	99-104
outgoing	105
maintain mailing list electronically	111

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	99-104
forward mail	100
distribute mail	100
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	105
Maintain mailing lists	
on computer	111

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	35, 43-49, 51, 53-54, 161
Type memos from longhand or edited rough draft	13
Type technical reports from longhand or edited rough draft	57-58

REFERENCE: ISBN 0-07-046146-5

Neal, D. A., Fruehling, R. T., & Weaver, C. K. (1989b). Today's electronic office: Procedures and applications. New York: Gregg Division/McGraw-Hill. (Principle/application, 452 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	380
Prepare real estate documents	380

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare litigation documents	380-381

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	41, 151, 155
Transcribe dictation	
from shorthand	155
from recorded media	151, 159, 178

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	9, 10, 23, 33-34, 37, 58, 77, 98, 104, 108-110, 111-117, 130-133, 149, 456-157, 178-179, 183, 197, 202, 207, 208, 250, 282-283, 303-304, 354-355
Manipulate text	
move (rearrange) text	20, 24, 184
search and replace text	20, 24, 184
insert text	20, 24, 184
delete text, files or records from storage	20-21
process text and data using integrated software	74, 203-204
assemble documents from stored text	162
prepare new document from existing documents (mailmerge)	188
Maintain files	
add new record to files	39
update existing records in files	45, 196-197
update data on spreadsheets	195
revise stored repetitive material	187
maintain backup files	22
copy one disk to another	171
Use spell-checker	45, 188

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	306-323
schedule appointments or meetings	5, 92, 287-288, 290-293
arrange itineraries	307-309, 310-317
prepare meeting agenda	93, 290-293, 294-296, 304
arrange receptions, dinners or banquets	304
Prepare documents	
travel expense vouchers	318-319, 321-323
minutes of meetings	300-301, 304
notarized documents	383-384
Make arrangements for employer	
for meetings	5, 287-288, 296-298
for conferences	289
Obtain passport for employer	315
Deal with irate phone calls	91

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	214
Sort materials	
for alphabetic filing	216
for numeric filing	224
for subject filing	224
for geographic filing	225
File materials	
with alphabetic filing system	37
Retrieve materials	
from files	48

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
Establish filing systems	
manual system	47, 210, 232
cross-referencing system	215
record retention policies	228
for magnetic media	49, 219-223
for storing backup copies of disks	48
for securing classified or confidential materials	49
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	226-227, 231, 239
maintain magnetic media file	219-223

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
accounts payable invoices	366
purchase orders	4
Prepare business forms manually	
itemized bills, invoices or statements	372
bank deposits	364-365
Prepare business forms using calculator	
payroll	377-379
financial statements	359
Reconcile forms	
bank statements	368-370, 387
electronic funds transfer	371-372
Process journal entries manually	
make journal entries	361
Control petty cash funds	376
Approve bills for payment	368
Draft budget estimates	374-375

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents	
from longhand or edited rough draft	17, 34-35, 37, 160-161, 207
from machine transcription	38, 41
Input data	
with optical character recognition equipment	43, 165
with voice-activated equipment	43
with mouse, touch screen, graphics tablet, light pen, digital scanner or camera	167-169
into spreadsheet formats	46, 62, 71, 189-192
from source documents	28
into graphs and charts	46, 62, 198-202
into database files	46, 72, 163, 194, 208
Initialize disks	173
Maintain computer files	
store repetitive material	21-22, 29
create backup files	48
store documents on disks	29, 39, 47, 67-68, 149, 183, 187
revise spreadsheet formulas	193
Key correspondence from longhand or edited rough draft	106-110, 111-130, 149, 179
Key business reports or manuscripts from longhand or edited rough draft	17, 34-35, 58, 77, 130-145, 208, 250, 282-283, 303-304, 354-355
Key meeting minutes from longhand or edited rough draft	300-301

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Prepare forms for purchase or lease of office equipment	
recommend purchase or lease of office equipment	250
Maintain inventory of office equipment	
supervise installation of office equipment	217-218
update software	345
Determine needs	
for software	77, 208, 262, 345-348
for work stations furniture	19-21, 23, 77, 405-406

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Prepare cost justification for purchase of office supplies	179
Maintain office supplies	
equip work station with supplies	225, 397-408
store supplies	217

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	54-55, 58, 77, 396-404
establish system to prioritize work	7, 408
prioritize work	393-395
establish system for logging work in and out	395
Maintain efficient, pleasant work environment	
in professional reference library	98

DUTY AREA: Organizing and Planning (Continued)

TASK NAME	PAGE NUMBER
Maintain positive public relations	
train users of clerical/administrative services	104, 417
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	42-49, 95-101, 108-110, 117-121, 134-140, 144, 169-172, 178, 211-213, 218, 223, 247, 362, 366, 382, 391-392
Develop decision-making/human relations skills	10-14

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	4, 49, 62, 69, 104, 108-110, 111-117, 130-145, 183, 187, 193, 234-238
by interfacing word processing equipment with phototypesetting equipment	243
Receive data via modem	253, 276-277, 330
Transmit data	
via electronic bulletin board or electronic mail	254-257, 259-260
via modem	29-30, 39, 70, 77, 86, 253, 260-262, 293, 330
via local area networks	257-259
via microwaves and satellites	263-264
via time-sharing systems	264-265
via facsimile machines	265-266
Monitor electronic bulletin board or electronic mail	42, 51-54, 62
Sort completed jobs for distribution	49-50

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
equip work station with supplies and forms	408
prioritize work	393
Prepare documents for use by others	
duplicate materials on photocopier	240-242
collate and bind documents	242
Process telephone calls	
incoming calls	81, 329-330, 333-340, 354
outgoing calls	293, 341-344
Process mail	
incoming	266, 273-274
outgoing	123-125, 267
interoffice	111

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
receive mail	273, 282
sort mail	273
forward mail	274
distribute mail	274, 282
Process outgoing mail	
packages for shipping	269
specialized mail, such as registered, certified or insured mail	267-268
Process interoffice mail	111
Process telex, TWX, mailgrams	269-272

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	207
Type memos from longhand or edited rough draft	179
Type manuscripts from longhand or edited rough draft	17, 34-35, 58, 77, 104, 130-145, 208, 249, 250, 282-283, 303-304, 354-355
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	137-139, 145
Type outlines from longhand or edited rough draft	178

REFERENCE: ISBN 0-07-048037-0

Ober, S. (1987). SoftWorld: A typing practice set. New York: Gregg Division/McGraw-Hill. (Simulation, 113 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	28

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
purchase requisitions	30
purchase orders	31
news releases	36
change request form	4
job description	11
questionnaire	13
personal data sheet	18
employment application	20
product review form	24
Type letters from longhand or edited rough draft	2, 9, 10, 12, 19, 21, 22, 23, 25
Type memos from longhand or edited rough draft	5, 17, 26, 34
Type tables from longhand or edited rough draft	6, 27, 33, 35
Type manuscripts from longhand or edited rough draft	16
Type minutes from longhand or edited rough draft	7

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	JOB NUMBER
Type technical reports from longhand or edited rough draft	3, 29
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	29
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	14
Type labels, such as address labels, file folder labels or file drawer labels	15

REFERENCE: ISBN 0-07-038396-0

Ober, S., Poland, R. P., Hanson, R. N., Rossetti, A. D., Lloyd, A. C., & Winger, F. E. (1989). Gregg college typing--complete course, series six. New York: Gregg Division/McGraw-Hill. (Application, 388 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare bills of sale	189
Prepare wills	360-362
Prepare powers of attorney on preprinted forms	363

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text	
insert text	57, 62, 66, 146
delete text, files or records from storage	57, 62, 146

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
maintain appointment book	369

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	195, 197, 210, 274, 388

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	181, 230, 241, 296, 329, 338, 351, 354, 387
Maintain computer files store documents on disks	53, 57, 60, 62, 66, 68, 72, 76, 80, 85, 90, 92, 94, 99, 105, 115, 117, 121, 125, 140, 146, 148, 150, 156, 160, 162, 164, 166, 168, 181, 183, 216-218, 222, 226-232, 237-239, 241, 244, 246, 254, 266, 268, 270, 272, 280, 286, 291-299, 304-307, 310-319, 329, 334-336, 338, 343, 349, 351, 353-354, 363, 371, 373-374, 380, 382, 384, 386-388
Key correspondence from longhand or edited rough draft	53, 57, 85, 90, 92, 105, 115, 117, 140, 146, 216-218, 222, 226, 228, 237-238, 244, 246, 254, 266, 293, 307, 310, 314, 316, 318, 349, 371-374, 386
Key business reports or manuscripts from longhand or edited rough draft	60, 62, 66, 80, 94, 99, 125, 148, 156, 168, 221, 232, 280, 299, 315, 384
Key meeting minutes from longhand or edited rough draft	183, 231, 239, 335, 336
Key outlines from longhand or edited rough draft	68
Key agenda from longhand or edited rough draft	230
Key news release from longhand or edited rough draft	150, 220, 292

DUTY AREA: Inputting and Storing Documents and Files (Continued)

TASK NAME	PAGE NUMBER
Key tabular information	72, 76, 121, 160, 162, 164, 166, 217, 242, 268, 270, 272, 286, 291, 298, 301, 305, 319, 334, 343, 353, 363, 380, 382, 388

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records	369, 370, 371, 372-373

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow prioritize work	348

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	89, 92, 115, 140, 146, 218
Separate continuous-feed forms or paper	94, 241

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	359, 360-362, 363, 364
purchase requisitions	191, 227, 276,
purchase orders	125, 136, 227, 237, 248, 276, 339, 382
invoices	193, 229, 248, 276, 382
news releases	150, 220, 292
Type letters from longhand or edited rough draft	53, 57, 90, 92, 115, 117, 140, 146, 216, 218, 222, 226, 228, 267, 268, 244, 246, 254, 293, 307, 314, 317, 349, 371, 373, 374
Type memos from longhand or edited rough draft	85, 105, 117, 217, 219, 238, 266, 293, 310, 316, 318
Type tables from longhand or edited rough draft	72, 76, 121, 160, 162, 164, 166, 217, 242, 268, 270, 272, 286, 291, 298, 304, 305, 319, 334, 343, 353, 363, 380, 382, 388
Type manuscripts from longhand or edited rough draft	60, 62, 66, 80, 94, 99, 125, 148, 156, 168, 221, 232, 280, 299, 315, 384
Type outlines from longhand or edited rough draft	68
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	305, 335
Type graphs from longhand or edited rough draft	308

REFERENCE: ISBN 0-538-60021-7

Olinzock, A. A., & Santos, O., Jr. (1989). Microcomputer activities for the office (2nd ed.). Cincinnati: South-Western. (Application, 231 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

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DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	179
Verify data and correct errors	43, 188-192, 193
Manipulate text	
search and replace text	61, 62, 63, 184, 193
delete text, files or records from storage	23, 26, 35, 40, 42, 184, 193
assemble documents from stored text	209
Maintain files	
add new record to files	21, 27, 35, 40, 41, 184, 193, 208
update existing records in files	23, 26, 27, 35, 40, 42, 184, 193, 194
copy one disk to another	225

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
prepare meeting agenda	183
Make arrangements for employer for meetings	183

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Control inventory using computer	
merchandise	210
equipment	212
Prepare business forms using calculator	
payroll	66
financial statements	91, 93
Reconcile forms	
bank statements	150-154, 186, 187
Control petty cash funds	142-148

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	75, 78, 90, 92, 93, 94, 185, 210, 212, 213, 214
into database files	22, 27, 35, 40, 160, 161, 168, 177, 178, 184, 193, 194, 205, 206, 207
Initialize disks	221
Maintain computer files	
update spelling dictionary	179, 202
store documents on disks	23, 28, 35, 61, 62, 63, 112, 117
Key correspondence from longhand or edited rough draft	180, 181

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
establish system to prioritize work	172-173
prioritize work	176

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	61, 62, 63, 76, 112, 117, 163, 169, 179, 180, 184

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase orders	110, 111, 112
invoices	115, 116, 117

REFERENCE: ISBN 0-538-11353-7

Oliverio, M. E., & Pasewark, W. R. (1988). The office: Procedures and technology. Cincinnati: South-Western. (Principle/application, 758 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation by machine shorthand	28
Transcribe dictation from recorded media	241-242

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	51, 82, 149, 198, 297, 338-339, 382, 442-443, 640
Verify data and correct errors	331-332, 486
Manipulate text	
move (rearrange) text	274-276
insert text	274-276, 289
delete text, files or records from storage	274-276, 289
process text and data using integrated software	192, 279

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	463-470
schedule appointments or meetings	451-455
maintain appointment book	400, 450-451, 454, 473
maintain appointments and meeting schedules on computer	451, 453
arrange itineraries	468, 470
prepare meeting agenda	458, 456
arrange receptions, dinners or banquets	492

DUTY AREA: Coordinating and Performing Activities for Employer (Continued)

TASK NAME	PAGE NUMBER
Prepare documents	
travel expense vouchers	470
minutes of meetings	459-461
Make arrangements for employer	
for meetings	456-462
for conferences	462, 473-474
Make notes on employer's mail	596-597
Deal with irate phone calls	632-636, 674

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	521, 548-549, 562, 585
Sort materials	
for alphabetic filing	526-527, 539, 541, 552, 562, 584
for numeric filing	532-533, 552
for subject filing	528-530
for geographic filing	530-532
for color-coded filing system	523-525
File materials	
with alphabetic filing system	503, 539, 541, 562, 585, 738-747
with numeric filing system	503
with subject filing system	503
to inactive files	515
purge files	514
with geographic filing system	503
with color-coded filing system	582
on microfilm or microfiche	563-581
Retrieve materials	
from files	558
stored on microfilm or microfiche	570-581
classified or confidential materials	572

DUTY AREA: Filing Materials Manually (Continued)

TASK NAME	PAGE NUMBER
Establish filing systems	500-581
manual system	500-502
cross-referencing system	549-552
index system	503, 520, 532, 534-536
checkout system	503
record retention policies	504, 514-515, 559-560
for magnetic media	563-581
for storing backup copies of disks	564, 569
for storing software	570-571
for securing classified or confidential materials	193-194, 572-573
complete cross-reference sheet	550
process outguides	558-559
Maintain filing system procedures	
follow established filming procedures for microfilm or microfiche	507-509, 575-577
apply established records retention policies	504-515, 559-560, 583
maintain magnetic media file	506-510, 563-581
maintain software library	577-581
maintain non-electronic filing system	500-562

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
orders	306-311, 322-323
payments	370, 375
accounts payable	369
requisitions prepared by others	326-328, 334
inventory	340-341
Prepare business forms manually	
purchase orders	328-329, 338-339, 384
bank deposits	348-352, 367
vouchers, checks	371-374
Process forms using computer	366

DUTY AREA: Performing Financial Activities (Continued)

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
payroll	376-380, 382-383
financial statements	482-486, 493
Reconcile forms	
bank statements	352-354, 368
Control petty cash funds	357-362

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	175, 518, 542
Key mailing labels	625
Input data	
with optical character recognition equipment	280, 612-613
into spreadsheet formats	489-491
into graphs and charts	486-489
into database files	573
Maintain computer files	
create backup files	569
update spelling dictionary	292
store documents on disks	296
Key correspondence from longhand or edited rough draft	52, 101, 197, 205-234, 244, 266, 298, 300-302, 342, 385, 426-427, 692
Key business reports or manuscripts from longhand or edited rough draft	234-237, 246, 267, 283-284, 475-482, 495-496
Key meeting minutes from longhand or edited rough draft	459, 460
Key tabular information	237-239, 300, 443

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Perform maintenance functions	
perform maintenance functions on photocopier, such as changing toner and replacing paper	393-395
clean equipment	194-195

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies	
equip work station with supplies	392-393

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	11-15, 392, 395-398
prioritize work	134-136, 401-404
establish system for logging work in and out	136, 405
Maintain efficient, pleasant work environment	
in working environment	431-434, 444
Maintain positive public relations	
train users of clerical/administrative services	55-60
Establish and update procedures and standards	
establish procedures for securing confidential information	437-440

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	52, 101, 175, 197, 244, 246, 266, 267, 283-284, 292-295, 298, 300-302, 342, 385, 426-427, 443, 495-496, 518, 542, 692
Print mailing labels or envelopes	222-223
Transmit data via electronic bulletin board or electronic mail	296

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare office for daily use	
clean and straighten up work area	398-400
prioritize work	134-136, 401-404
perform power conservation and data protection procedures during air conditioning failure	434
Prepare documents for use by others	
verify calculations	131
duplicate materials on photocopier	411-424, 427
compile worker production log	409
compile documents and batch tickets for daily entry	316
maintain payroll processing procedures manual	376-380, 382-383
follow procedures to maintain confidentiality of data	429-431
Process telephone calls	
incoming calls	297, 628-642, 673
outgoing calls	643-654
Process mail	
incoming	590-603
outgoing	604-623

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	590-603
receive mail	602-603
sort mail	592-594
distribute mail	592-594
Process outgoing mail	604-623
specialized mail, such as registered, certified or insured mail	209, 615-622, 624
Maintain mailing lists	
manually	611

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase orders	328-329, 338-339
telegraph messages	663-666, 671-672
Type letters from longhand or edited rough draft	52, 101, 205-227, 298, 300-301
Type memos from longhand or edited rough draft	197, 229, 244, 266, 300-302, 342, 385, 426-427, 692
Type tables from longhand or edited rough draft	175, 237-239, 300, 443
Type manuscripts from longhand or edited rough draft	234-237, 246, 267, 475-482, 495-496, 518, 542
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	477

DUTY AREA: Typewriting Activities (Continued)

TASK NAME	PAGE NUMBER
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	539, 541, 562, 585
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	611, 625
Type materials for reproduction (reprographics) from longhand or edited rough draft	168-169, 410, 423
Type statistical reports from longhand or edited rough draft	283-284
Type graphs from longhand or edited rough draft	43, 487-488

REFERENCE:

ISBN 0-538-13810-6

Pasewark, W. R. (1987a). Electronic office machines (6th ed.). Cincinnati: South-Western. (Application, 171 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation at typewriter/computer	101-118

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	85-100

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
payroll	42
financial statements	33, 37
automobile costs	73-74
casualty insurance losses	77-78
installment payment schedule	71
inventory	48
invoice	34, 53, 54, 55, 56
sales order	46
sales slips	66-70, 79-84
stock transaction	75-76

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key business reports or manuscripts from machine transcription	101-118

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Transcribe codings from clinical records	101-118

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	101-118

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type technical reports from dictation	101-118
Type materials for reproduction (reprographics) from longhand or edited rough draft	119-140

REFERENCE: ISBN 0-538-23250-1

Pasewark, W. R. (1987b). Machine transcription word processing: For word processors, microcomputers, and typewriters (2nd ed.). Cincinnati: South-Western. (Application with cassette, 293 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation from recorded media	4-7, 25, 38, 50, 60, 72, 82, 96, 108, 120, 130, 140, 150, 160, 168, 178, 186, 196, 208, 212

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from machine transcription	117, 130-131, 145, 147, 163, 165, 173, 175, 183, 189, 191, 203-205, 208
Key correspondence from machine transcription	6-7, 15-22, 25-36, 38-47, 50-58, 60-70, 72-80, 82-94, 96-103, 108-116, 120-121, 133-144, 150-157, 160-167, 168-171, 178-183, 186-187, 193, 196-202, 212-222
Key business reports or manuscripts from machine transcription	96, 105, 117, 183
Key meeting minutes from machine transcription	165
Key agenda from machine transcription	125

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

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DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms from machine transcription	
legal documents	163, 208-209
requests for quotation	127
advertisement	147
agenda	125
instruction form	131
fee agreement	145
minutes	165
request procedure	173
Type letters from machine transcription	15-21, 27-31, 35, 39-45, 51, 55-57, 61-69, 73-79, 83-87, 93, 97-99, 103, 109-115, 121, 133-137, 141-143, 151, 161, 171, 179-181, 187, 193, 196-202, 215-218, 221-228
Type memos from machine transcription	33, 47, 53, 89, 91, 123, 153-157, 168-169, 213, 219
Type technical reports from machine transcription	189, 191, 203-205

REFERENCE: ISBN 0-538-23350-8

Pasewark, W. R. (1988). *Machine transcription, dictation, and proofreading: An introduction*. Cincinnati: South-Western. (Principle/application, 209 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation from recorded media	5-16, 29-32, 43-45, 57-59, 79-81, 91-93, 105-107, 111-112

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	159-160, 165-166, 169-170, 173-174, 179-180, 183-184, 186

REFERENCE: ISBN 0-538-60009-8

Peele, A. C. (1989). The Royal Crown Hotel: An advanced word processing simulation. Cincinnati: South-Western. (Simulation packet).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PACKET-JOB NUMBER
Transcribe dictation from recorded media	1.5, 3.1, 4.4, 3.4

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PACKET-JOB NUMBER
Proofread documents for content, format and typographical errors	2.2, 2.4, 2.5, 2.7, 2.8
Manipulate text	
move (rearrange) text	3.5
insert text	2.3, 4.1
delete text, files or records from storage	2.3, 4.1
prepare new document from existing documents	3.4, 4.2, 4.5

DUTY AREA: Filing Materials Manually

TASK NAME	PACKET-JOB NUMBER
Code materials for filing	all activities

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PACKET-JOB NUMBER
Key documents from longhand or edited rough draft	1.2, 1.3, 1.4, 1.6, 3.3, 3.6, 5.1
Maintain computer files	
store documents on disks	1.1 to 1.6, 2.1 to 2.6, 3.1 to 3.6, 4.1 to 4.5, 5.1, 5.2
Key correspondence	
from longhand or edited rough draft	1.1, 2.5, 4.3, 4.5, 5.2
from machine transcription	1.5, 3.1, 4.4
Key business reports or manuscripts from longhand or edited rough draft	2.1
Key tabular information	2.2, 2.4, 2.6, 3.2

DUTY AREA: Organizing and Planning

TASK NAME	PACKET-JOB NUMBER
Organize workflow	
prioritize work	pages 4, 5

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PACKET-JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1.1 to 1.6, 2.1 to 2.6, 3.2 to 3.6, 4.1 to 4.5, 5.1, 5.2
Print mailing labels or envelopes	1.5, 3.1, 3.4, 4.2, 4.4 to 4.5
Separate continuous-feed forms or paper	2.1, 2.3, 2.5, 2.6, 3.6

DUTY AREA: Performing Clerical Activities

TASK NAME	PACKET-JOB NUMBER
Prepare documents for use by others	
compile worker production log	5.4

DUTY AREA: Typewriting Activities

TASK NAME	PACKET-JOB NUMBER
Type letters	
from longhand or edited rough draft	4.5
from machine transcription	1.5, 3.1, 3.4
Type memos	
from longhand or edited rough draft	1.1, 2.5, 4.3, 5.2
from machine transcription	4.4
Type tables from longhand or edited rough draft	1.6, 2.6, 3.2, 3.6, 5.1
Type manuscripts from longhand or edited rough draft	2.1
Type statistical reports from longhand or edited rough draft	2.2, 2.4

REFERENCE: ISBN 0-538-05470-0

Perkins, W. E. (1982). Punctuation: A programmed approach (2nd ed.). Cincinnati: South-Western. (Application, 214 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	III-X
Verify data and correct errors	2-17, 21, 24-55, 59, 62-91, 95-96, 100-119, 123-124, 128-151, 155-156, 160-177, 181-182, 186-201, 205-206
Manipulate text	
insert text (punctuation)	3-17, 19, 25-55, 57, 63-91, 93-94, 101-119, 121-122, 129-151, 153-154, 161-177, 179-180, 189-201, 203-204

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	19, 57, 93, 94, 121-122, 155-156, 179-180, 203-204

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards establish procedures for use of clerical/administrative services	V-X, 208

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	19, 57, 93-94, 121-122, 155-156, 179-180, 203-204

REFERENCE: ISBN 0-538-11980-2

Perry, D. J., & Silverthorn, J. E. (1984). Word division manual (3rd ed.). Cincinnati: South-Western. (Reference manual, 168 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a reference manual based upon a word frequency study in business communications. The manual provides spelling and hyphenation information for commonly used business words.

REFERENCE: ISBN 0-07-049637-4

Peters, C. (1987). The Cortez Peters championship typing drills (2nd ed.). New York: Gregg Division/McGraw-Hill. (Drills, 104 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a drill book with no application exercises.

REFERENCE: ISBN 0-07-049635-8

Peters, C. (1989). Cortez Peters championship keyboarding, skillbuilding and applications. New York: Gregg Division/McGraw-Hill. (Drill/application, 210 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text	
move (rearrange) text	176, 177
insert text	195

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents	186, 200, 204, 208
Maintain computer files	
store documents on disks	176, 177, 186, 195, 200, 202, 204, 208
Key tabular information	176, 177

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	176, 177, 186, 195, 200, 202, 204, 208
Print mailing labels or envelopes	189, 191

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters	185, 186, 187, 188
Type memos	194, 195
Type tables	171, 174, 176, 177
Type manuscripts	200, 202, 204
Type labels, such as address labels, file folder labels or file drawer labels	189, 191

REFERENCE: ISBN 0-07-023363-2

Platt, N. D., & Gilson, G. W. (1987). Word processing applications: Basic to advanced. New York: Gregg Division/McGraw-Hill. (Application, 203 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	159, 161
Prepare wills	150
Prepare contracts	148
Prepare powers of attorney	158

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare other court documents	
orders	144
summons	162, 163
depositions	145
proxy	143

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-191
Manipulate text	
move (rearrange) text	18, 76, 77, 79, 81, 84, 86, 88, 132, 133, 170, 183
search and replace text	5, 89-93, 177
insert text	5, 8, 9, 10, 136, 137
delete text, files or records from storage	6-10, 18, 27, 87, 88, 134, 135, 166, 177, 178
insert end-of-line hyphens into text	95
assemble documents from stored text	88, 96-100, 127, 156-159
prepare new document from existing documents	101, 103, 105, 107, 109, 153, 154, 161

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	1-15, 17, 19-21, 25-31, 88, 96, 155, 157, 160, 174-177, 191
Maintain computer files store documents on disks	1-191
Key correspondence from longhand or edited rough draft	23-24, 32-52, 55-62, 65, 67, 69, 82, 147, 164, 165, 167
Key business reports or manuscripts from longhand or edited rough draft	16, 22, 53-54, 63-64, 71-73, 78, 80, 85, 94, 178, 180, 181, 186
Key news release from longhand or edited rough draft	170
Key tabular information	111-126, 131-139, 179

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records	172, 173

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	3-191
Print information according to sort criteria	174, 175, 176
Print mailing labels or envelopes	40-48, 50, 65, 67, 109, 124, 125, 127, 147, 164, 165, 167

REFERENCE: ISBN 0-07-041283-9

Polisky, M. K. (1988). Solving business problems on the electronic calculator (3rd ed.). New York: Gregg Division/McGraw Hill. (Application, 211 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Verify data and correct errors	66, 69, 120-125

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
charge slips	54, 55, 56, 57, 77
payments	102-110, 128-130, 158-167, 168-173, 188-189
accounts payable invoices	32, 33, 69, 100, 101, 112-125, 131
Prepare business forms manually	
itemized bills, invoices or statements	70, 71, 72, 73
bank deposits	22, 23
Prepare business forms using calculator	
payroll	63, 84, 142-157
financial statements	98, 99
Draft budget estimates	174-181, 190

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Develop and analyze reports	
analyze operating results in relation to budget	174-181

REFERENCE: ISBN None

Pyrczak, F. (1985). Typing projects from American businesses. Portland, ME: J. Weston Walch. (Application, 34 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare contracts on preprinted forms	8

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-34

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	8, 10, 11, 18, 19, 24, 34
Key correspondence from longhand or edited rough draft	3-7, 13-17, 20, 21, 25, 26, 28, 30-33
Key business reports or manuscripts from longhand or edited rough draft	9, 29, 34
Key tabular information	21, 22, 23, 27

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	8
purchase orders	1, 2
requests for quotation	4
Type letters from longhand or edited rough draft	2, 3, 13-15, 25, 26, 28, 32, 33
Type memos from longhand or edited rough draft	5, 6, 7, 16, 17, 20, 21, 30, 31
Type tables from longhand or edited rough draft	21, 22, 23, 27
Type manuscripts from longhand or edited rough draft	29
Type technical reports from longhand or edited rough draft	18, 19 34
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	9
Type statistical reports from longhand or edited rough draft	10, 11, 12, 24

REFERENCE: ISBN None

Pyrczak, F. (1987). Real business forms for typing classes. Portland, ME: J. Weston Walch. (Application, 38 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare bills of sale	7
Prepare leases on preprinted forms	34

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-38

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others verify calculations	31

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	5-6, 7-8, 25-26, 34
purchase requisitions	1-2, 17-18, 23-24, 29-30
purchase orders	19-20, 35
invoices	27-28
requests for quotation	29
balance sheet forms	13-14
employee history forms	3-4
office equipment/replacement forms	11-12
injury report form	15-16
records control form	21-22
authorization for extra hours form	31
disbursement request forms	32
course registration forms	33
calendar	36
work request	37
employee change of address	38
Type tables from longhand or edited rough draft	9-10

REFERENCE: ISBN 0-88022-332-4

Que Corporation. (1987). Using 1-2-3, special edition. Carmel, IN: Que. (Reference/principle/specialized application manual, 921 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	112, 754-755
search and replace text	477-495
delete text, files or records from storage	90, 277-279, 764-765
prepare new document from existing documents	274-277
Maintain files	
update existing records in files	103-109
update data on spreadsheets	103-109, 268-270
revise stored repetitive material	103-109
update data on graphs and charts	103-109
rename files	136, 265-267, 758-759
maintain backup files	758-759
delete data from backup files	739-740

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	57-76, 294-317
into graphs and charts	355-412, 433-450, 794-799
into database files	457-532
Maintain computer files	
store repetitive material	758-759
create backup files	758-759
store documents on disks	135, 265-267, 315-316, 758-759
revise spreadsheet formulas	61-62

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	322-351, 413-432, 437-440, 450-454

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists	
on computer	161-166
electronically	161-166

REFERENCE:

ISBN 0-538-23660-4

Reiff, R. (1986). Communication skills for the processing of words (2nd ed.). Cincinnati: South-Western. (Application, 168 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	4-5, 6-8, 12-13, 14-16, 20-24, 27-32, 34-38, 41-46, 50-54, 59-62, 64-68, 72-76, 80-84, 89-94, 98-102, 108-112, 118-122, 126-130, 134-138, 144-148

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files create glossary files update spelling dictionary	6, 14, 22, 30, 36, 43, 52, 60, 66, 74, 81-82, 91, 99, 110, 120, 128, 136, 146
Key correspondence from longhand or edited rough draft	6, 7, 8, 14, 16, 22, 23, 24, 30, 31, 32, 36, 37, 38, 44-45, 52, 54, 60, 61, 62, 66, 67-68, 74-76, 82, 83, 92, 93, 94, 100-102, 110-112, 120, 121, 128-130, 136-138, 146, 147, 148
Key business reports or manuscripts from longhand or edited rough draft	15, 46, 53, 84, 122

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Establish and update procedures and standards establish procedures for use of clerical/administrative services	149-165

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	6, 8, 14, 16, 23, 24, 30, 32, 36, 38, 44-45, 54, 60, 62, 66, 76, 82, 83, 92, 94, 100-101, 110-112, 120, 128-130, 136-137, 146
Type memos from longhand or edited rough draft	7, 22, 31, 37, 52, 61, 67-68, 74-75, 93, 102, 121, 138, 147, 148
Type manuscripts from longhand or edited rough draft	15, 46, 53, 84, 122

REFERENCE: ISBN 0-538-60105-1

Reiff, R. (1990). Integrated keyboarding: Communication skills (2nd ed.). Cincinnati: South-Western. (Application, 152 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	10, 20, 29, 44, 54, 63, 78, 88, 100, 105, 115, 126, 135, 147
Key correspondence from longhand or edited rough draft	8, 9, 18, 19, 27, 28, 34, 35, 42, 43, 52, 53, 61, 62, 68, 69, 77, 80, 87, 89, 98, 99, 106, 114, 116, 124, 125, 134, 136, 141, 142, 145, 146, 148, 149, 150

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

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DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	8, 9, 18, 19, 27, 28, 34, 35, 42, 43, 52, 53, 61, 62, 68, 69, 77, 80, 87, 89, 98, 99, 106, 114, 116, 124, 125, 134, 136, 141, 142, 145, 146, 148, 149, 150
Type manuscripts from longhand or edited rough draft	10, 20, 29, 44, 54, 63, 78, 88, 100, 105, 115, 126, 135, 147

REFERENCE: ISBN 0-88294-761-3

Reigner, C. G. (1988). Essential business forms (3rd ed.). Baltimore: Rowe. (Simulation, 54 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare contracts on preprinted forms	51-52
Prepare promissory notes on preprinted forms	34

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually requisitions	12
Prepare business forms manually	
itemized bills, invoices or statements	1-4, 5-8
returned goods and vouchers	9-10
shipping memo	11
receiving report	13
delivery ticket	14
inventory sheet	15-16
sales checks	16-17
requests for quotation	18-20
acknowledgments of order	19-21
customs declarations	23
bills of lading	24
checks and deposits	25-33, 39
forms for payroll	40-49
bank deposits	30
Prepare business forms using calculator payroll	40-44

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process outgoing mail	50, 51

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail specialized mail, such as registered, certified or insured mail	50-51

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	34, 37-38, 51-54
purchase requisitions	12
invoices	1-8
returned goods and vouchers	9-10
shipping memo	11
receiving report	13
delivery ticket	14
inventory sheet	15-16
sales checks	16-17
requests for quotation	18-20
acknowledgments of order	19-21
customs declarations	23
bills of lading	24
checks and deposits	25-33, 39
Type labels, such as address labels, file folder labels or file drawer labels	22

REFERENCE: ISBN 0-538-11051-1

Reynolds, C. (1987a). Gymnastics Unlimited: Typewriting practice set (3rd ed.). Cincinnati: South-Western. (Simulation, 39 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	12

DUTY AREA: Performing Financial Activities

TASK NAME	JOB NUMBER
Prepare business forms manually itemized bills, invoices or statements	19

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	9
Maintain computer files store documents on disks	6, 7, 8, 9, 12, 13, 15
Key correspondence from longhand or edited rough draft	7, 12
Key business reports or manuscripts from longhand or edited rough draft	8
Key news release from longhand or edited rough draft	6
Key tabular information	10, 13, 15

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	8
Print mailing labels or envelopes	10, 12
Separate continuous-feed forms or paper	8

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
purchase orders	18
invoices	16
news releases	6
Type letters from longhand or edited rough draft	12
Type memos from longhand or edited rough draft	7
Type tables from longhand or edited rough draft	9, 10, 13, 15
Type manuscripts from longhand or edited rough draft	8
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	10

REFERENCE: ISBN 0-07-052057-7

Reynolds, C. (1987). *Letters plus: Communicating on the job*. New York: Gregg Division/McGraw-Hill. (Student-composed letters, 92 pages plus stationery).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	all activities

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files store documents on disks	3, 7, 11, 15, 19, 23, 27, 31, 35, 39, 43, 47, 51, 55, 59, 63, 67, 71, 75, 79
Key correspondence	3, 7, 11, 15, 19, 23, 27, 31, 35, 39, 43, 47, 51, 55, 59, 63, 67, 71, 75, 79

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with single sheet paper	3, 7, 11, 15, 19, 23, 27, 31, 35, 39, 43, 47, 51, 55, 59, 63, 67, 71, 75, 79

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters	3, 7, 15, 19, 35, 39, 43, 47, 51, 59, 63, 67, 79
Type memos	11, 23, 27, 31, 55, 71, 75

REFERENCE: ISBN None

Richardson, M. (1989). Alpha hand: Transcription and review. New York: Dictation Disc. (Application, 148 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in brief hand	3-148
Transcribe dictation from brief hand	3-148

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from dictation	15-142

REFERENCE: ISBN None

Roberts, D. (1988). The integrated office: A computer-supported simulation. Portland, ME: J. Weston Walch. (Simulation, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
move (rearrange) text	13
insert text	13
prepare new document from existing documents	13, 14-15, 17, 20, 36, 38, 41, 46, 47, 49
Maintain files	
add new record to files	16, 26, 33, 34, 35
update existing records in files	24, 30,
update data on spreadsheets	21-22, 29-35, 40-45, 47

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into spreadsheet formats	15, 17, 20, 21-27, 30, 45
into database files	18
Maintain computer files	
store documents on disks	15, 18, 20-27, 32
revise spreadsheet formulas	14, 20, 41, 47

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	13-17, 18-27, 29, 30-50
Print information according to sort criteria	17, 29, 30, 31, 33, 35, 37, 38, 50

REFERENCE: ISBN 0-07-053213-3

Robichaud, B., Muscat, E., & Hall, A. (1989). Information processing work kit (3rd ed.). New York: Gregg Division/McGraw Hill. (Word processing simulation/instruction manual/working papers).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents	
verify data and correct errors	3, 12, 13, 14, 15, 41, 48
Manipulate text	
assemble documents from stored text	19, 26, 28
prepare new document from existing documents	19, 24
Maintain files	
update existing records in files	7
update data on spreadsheets	45

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	7, 26, 41, 48
Key mailing labels	7
Input data	
into spreadsheet formats	45
from source documents	12, 14, 16
into graphs and charts	3, 22, 23
into database files	7, 28
Key business reports or manuscripts from longhand or edited rough draft	30

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	7, 22, 23, 28, 34, 41, 45, 48
Print information according to sort criteria	11, 16, 19
Monitor electronic bulletin board or electronic mail	36

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
verify calculations	3
duplicate materials on photocopier	2, 4
Process telephone calls	
outgoing calls	52

REFERENCE: ISBN 0-538-20391-9

Robinson, J. W., Beaumont, L. R., Crawford, T. J., Erickson, L. W., & Ownby, A. C. (1989). Basic keyboarding and formatting (2nd ed.). Cincinnati: South-Western. (Application, 162 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text learn format functions	83-140

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from longhand or edited rough draft	101-117, 144
Key business reports or manuscripts from longhand or edited rough draft	118-131, 145
Key tabular information	132-140, 147-148

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	101-117, 144
Type tables from longhand or edited rough draft	132-140, 147-148
Type technical reports from longhand or edited rough draft	118-131, 145-146
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	118-131
Type outlines from longhand or edited rough draft	127, 130

REFERENCE: ISBN None

Rosen, S., & Palmer, R. (1980). Alpha hand: ABC shorthand notetaking and secretarial. New York: Dictation Disc. (Application, 168 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in brief hand	7-160
Transcribe dictation from brief hand	7-160

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from dictation	19-160

REFERENCE: ISBN None

Ruby, R., Jr. (1978). Proofreading practice. Portland, ME: J. Weston Walch. (Application, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-50

REFERENCE: ISBN None

Ruby, R. Jr. (1989). MicroWriter: Proofreading and editing techniques (for IBM/WS). Portland, ME: J. Weston Walch. (Application, 50 copy masters and software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-50

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
store documents on disks	1-50

REFERENCE: ISBN None

Ruby, R. Jr., & Moore, H. W. (1981). Unarranged material for typing classes. Portland, ME: J. Weston Walch. (Application, 50 copy masters).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	1-50

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	31-50
Key correspondence from longhand or edited rough draft	23-30
Key business reports or manuscripts from longhand or edited rough draft	31-50
Key tabular information	1-22

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type memos from longhand or edited rough draft	23-30
Type tables from longhand or edited rough draft	1-22
Type manuscripts from longhand or edited rough draft	31-50

REFERENCE: ISBN 0-574-20925-5

Rutkosky, N. H. (1989). *A mastery approach to WordPerfect version 5.0*. Chicago: SRA. (Specialized application, 571 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	118-120
Prepare codicils	300-305
Prepare wills	300-305
Prepare powers of attorney on preprinted forms	399-402
Prepare corporation documents	
articles of incorporation	334-335

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare petitions and certificates from sample forms	464-466
Prepare other court documents	
motions and notices	277-278
orders	435-437

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	39-43, 56-57, 134, 135
Manipulate text	
search and replace text	144, 145, 267-268, 278-279
insert text	432-433, 435-438
delete text, files or records from storage	219, 370, 433, 435, 438, 531
insert end-of-line hyphens into text	93-96
assemble documents from stored text	253-257, 300-305, 365-369, 381-384
prepare new document from existing documents	253-257, 300-305, 365-269, 381-384
Maintain files	
update data on graphs and charts	219
maintain backup files	220-267

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	396-398, 457-459, 464-466, 482-483
Initialize disks	555
Maintain computer files create backup files	220, 267
Key correspondence from longhand or edited rough draft	58-60, 71-72, 87-88, 115-116, 133-135, 143-145, 231-232, 244-245, 336, 373, 431-432, 501, 502, 541, 558, 559
Key business reports or manuscripts from longhand or edited rough draft	166-167, 232-234
Key outlines from longhand or edited rough draft	431-432, 433-434, 435-437
Key agenda from longhand or edited rough draft	419-420
Key news release from longhand or edited rough draft	482-483
Key tabular information	155-156, 243-244, 245-246, 417-418, 485-486, 502-503, 517-518, 539-540, 541-542, 551-553

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed in exercises
Print information according to sort criteria	517, 518-520

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	118-120, 277-278, 300-305, 334-335, 399-402, 435-437, 464-466
news releases	482-483
Type letters from longhand or edited rough draft	58-60, 71-72, 87-88, 115-116, 133, 134-135, 143, 144-145, 231-232, 244-245, 336, 373, 431-432, 501-502, 541, 558, 559
Type memos from longhand or edited rough draft	72-77, 89-91, 101-104, 116-118, 120-121, 145-146, 187-188, 204, 205, 234-235, 243-244, 245-246, 267, 335-336, 352, 382-384, 419-420, 484-485, 539-540, 541-542, 560
Type tables from longhand or edited rough draft	155-156, 243-244, 245-246, 417-48, 485-486, 502-503, 517-518, 539, 540, 541-542, 551-553
Type manuscripts from longhand or edited rough draft	166-167
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	155, 460-461, 520
Type outlines from longhand or edited rough draft	431-432, 433-434, 435-437

REFERENCE: ISBN 0-07-054400-X

Sabin, W. A. (1985). The Gregg reference manual (6th ed.). New York: Gregg Division/McGraw-Hill. (Reference, 421 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	237-238
Transcribe dictation	
from shorthand	238-339
from recorded media	239-240

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Sort materials	
for alphabetic filing	246-258

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence longhand or edited rough draft	260-304
Key business reports or manuscripts from longhand or edited rough draft	306-330
Key tabular information	353-330

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from longhand or edited rough draft	260-298
Type memos from longhand or edited rough draft	298-304
Type tables from longhand or edited rough draft	353-377
Type manuscripts from longhand or edited rough draft	306-330
Type special pages for manuscripts such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	339-351

REFERENCE: ISBN None

Sack, R. (Ed.). (1988). Alpha hand workbook. New York: Dictation Disc. (Application, 184 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation	
alphabetic shorthand system	3-158

REFERENCE: ISBN None

Salazar, M., & Yaccarino, J. (1989). Quick reference guide: WordPerfect 4.2 IBM PC. New York: Dictation Disc. (Reference guide, 94 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a reference guide to function keys.

REFERENCE: ISBN 0-88294-758-3

Seltzer, R. E. (1984). Using electronic calculators (2nd ed.). Baltimore: Rowe. (Specialized application, 64 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms using calculator	
income report	49-50
production report	48, 54
deposit ticket	10
sales invoice	10, 59
checkbook	17
sales record	19-24, 28, 38, 39-40
employee commission	29-30
cost estimate	34, 58
employee discount	44
interest	58
investment portfolio	60

REFERENCE: ISBN 0-395-38603-9

Seraydarian, P. E. (1986). *Harborside Medical Clinic: A medical typing simulation*. Boston: Houghton Mifflin. (Specialized application, 141 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	all activities

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from long hand or edited rough draft	23, 25, 27, 29-30, 51, 61, 65-66, 67-68

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	33, 35, 37, 39, 41-42, 51-53, 59
commercial insurance claim forms	46-47
Medicare payment request forms	40
diet report	59
Code diagnoses and surgical procedures	37, 39

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms invoice (patient billing)	49, 53
Type letters from longhand or edited rough draft	23, 25, 27, 29-30, 51, 61, 65-66, 67-68
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	68

REFERENCE: ISBN 0-07-022525-7

Shelapinsky, E. R. (Ed.). (1987). Gregg computer shorthand for nonshorthand writers. New York: Gregg Division/McGraw Hill. (104 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This is an orientation level publication consisting of a computer program which shortens keyboarding time for selected commonly used words and phrases.

REFERENCE: ISBN 0-07-022524-9

Shelapinsky, E. R. (Ed.). (1988). Gregg computer shorthand for shorthand writers. New York: Gregg Division/McGraw-Hill. (Theory, 152 pages with supplementary software).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication is a theory book of shorthand word lists to be keyed at the computer.

REFERENCE: ISBN 0-574-20910-7

Sherron, J. E., & Sherron, R. H. (1989). Microcomputer formatting. Chicago: SRA. (Application, 179 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	all activities
Manipulate text	
move (rearrange) text	25-29
insert text	21
delete text, files or records from storage	22-24
Maintain files	
add new record to files	22, 32-34

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data from source documents	164-169
Key correspondence	53-54, 59-60, 69, 72-77, 90-94
from longhand or edited rough draft	52, 65-67
Key business reports or manuscripts	130-132, 136-140, 144-147 151-153
Key tabular information	104, 105, 106, 112-113, 116-117, 119, 120, 124-126
Key envelopes	82-84

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor
Print mailing labels or envelopes	81-84

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists on computer	82-84

REFERENCE:

ISBN 0-538-25890-X

Shinn, L. (1989). Silver Lake Community Center: The clerk-typist--an office job simulation (3rd ed.). Cincinnati: South-Western. (Simulation, 42 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Manipulate text	
move (rearrange) text	9, 13
Maintain files	
add new record to files	1, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21

DUTY AREA: Performing Financial Activities

TASK NAME	JOB NUMBER
Process forms manually	
accounts payable invoices	6, 8
Prepare business forms manually	
itemized bills, invoices or statements	19
Reconcile forms	
cash count with payments	1
Process petty cash	packet 4, interruption 2

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	1, 4, 5, 6, 7, 8, 9, 10, 12, 13, 15, 17, 18, 21
Key correspondence from longhand or edited rough draft	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 16, 20
Key business reports or manuscripts from longhand or edited rough draft	13, 14, 15, 17, 19

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	1-21

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
invoices	8
news releases	9
membership applications	1, 10
Type letters from longhand or edited rough draft	1, 2, 5, 7, 16, 18, 20
Type memos from longhand or edited rough draft	3, 11, 12
Type technical reports from longhand or edited rough draft	4, 6, 14, 15, 17, 19, 21
Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft	13

REFERENCE: ISBN 0-07-058925-9

Smith, P. C. (1983). Medical typewriting: Medical typist's manual (2nd ed.). New York: Gregg Division/McGraw Hill. (Simulation, 101 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms	X	
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Medical Records and Insurance Forms

TASK NAME	PAGE NUMBER
Complete medical forms	
medical information, such as history, notes, clinical resumes and reports into medical records	1-6, 57-65
commercial insurance claim forms	17-19, 44-51
Medicare payment request forms	13-16
Medicaid claim forms	52-56
worker's compensation claim forms	20-26
Blue Shield forms	7-12
Blue Cross forms	41-43
provider billing forms	66-71
patient transfer forms	72-76
analysis of hospital service forms	77-83
patients' register forms	88-91
Assist patient in completing registration forms	27-40, 84-87

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	as directed by instructor

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DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	1-91

REFERENCE: ISBN 0-538-02000-8

Sprenger, C., Weidkamp, K., & Burns, C. (1988). *Record keeping applications using the microcomputer*. Cincinnati: South-Western. (Application with software package, 356 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Maintain files	
add new record to files	5
update existing records in files	10

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
charge slips	201, 208
itemized bills, invoices or statements	173
quarterly tax reports	179, 181
financial statements	149, 154
Control inventory using computer	
merchandise	253, 269, 273
Reconcile forms on computer	
cash count with payments	32, 36, 41
bank statements	91, 92, 93
Control petty cash fund using computer	117, 123

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	227-236, 269-273, 289-298, 319-327, 343

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	85, 89, 96, 159, 173, 176, 179, 181, 183, 184, 213, 238, 260, 269, 271, 273, 274, 275, 276, 301, 313, 347
Print information according to sort criteria	13, 27, 28, 30, 31, 40, 41, 50

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
compile documents and batch tickets for daily entry	27, 32

REFERENCE: ISBN 0-07-061511-X

Stewart, J. R., & Greene, J. A. S. (1989). *Workbook exercises in alphabetic filing* (4th ed.). New York: Gregg Division/McGraw-Hill. (Specialized application, 50 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	EXERCISE
Code materials for filing	1-21
Sort materials for alphabetic filing	1-21
File materials with alphabetic filing system	1-21
Establish filing systems manual system	1-21

REFERENCE:

ISBN 0-07-061466-0

Stewart, J. R., McMinnis, S. R., & Melesco, N. M. (1987). 101 database exercises. New York: Gregg Division/McGraw Hill. (Application, 135 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	17, 52
Manipulate text	
delete text, files or records from storage	20, 56, 92, 129
assemble documents from stored text	21
Maintain files	
add new record to files	14, 50, 55, 57, 87, 90, 93, 125, 127, 131
update existing records in files	18, 19, 21, 22, 55, 57, 90, 92, 93, 129, 132, 133

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Control inventory using computer equipment	123

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
into database files	15, 51, 59, 60, 88, 125

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	16, 19, 21, 52, 88, 95, 125
Print information according to sort criteria	21, 23, 56, 57, 58, 89, 92, 93, 95, 128, 132, 133, 134
Print mailing labels or envelopes	19, 55, 57

REFERENCE: ISBN 0-07-061504-7

Stewart, J. R., Melesco, N. M., & McMinnis, S. R. (1989). Quick guide to database management. New York: Gregg Division/McGraw-Hill. (Application, 112 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	25
Verify data and correct errors	75, 77
Manipulate text	
delete text, files or records from storage	83
process text and data using integrated software	61
Maintain files	
add new record to files	81
update existing records in files	38, 85
maintain backup files	60

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Control inventory using computer equipment	91

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data	
from source documents	21
into database files	75
Maintain computer files	
store documents on disks	59

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs for software	65

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	77, 89, 91

REFERENCE: ISBN 0-07-061436-9

Stewart, J. R., Jr. (1989). Gregg quick filing practice (3rd ed.). New York: Gregg Division/McGraw Hill. (Application, 75 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	11-21, 25-27, 34-39, 41-49
Sort materials	
for alphabetic filing	11-21, 25-27, 34-39
for numeric filing	45-47
for subject filing	41-45
for geographic filing	48-49
File materials	
with alphabetic filing system	11-21, 25-27, 34-39
with numeric filing system	45-47
with subject filing system	41-45
with geographic filing system	48-49
Establish filing systems	
complete cross-reference sheet	21, 34-38, 43

REFERENCE: ISBN 0-07-061508-X

Stewart, J. R., Jr., & Stewart, D. L. (1989). Computer database simulations. New York: Gregg Division/McGraw Hill. (Simulation, 107 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Manipulate text	
delete text, files or records from storage	5-6, 35-36, 63-64
Maintain files	
add new record to files	9-10, 43-44, 65-66
update existing records in files	3-4, 33-34, 65-68, 99-100

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Control inventory using computer	
merchandise	59-74

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Input data into database files	3, 7, 9-10, 33, 41-44, 47, 65-66, 67-68, 90-100
Maintain computer files	
store documents on disks	3,7,9-10, 33, 41-44, 47, 65-66, 67-68, 90-100

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	15, 45, 73-74, 101
Print mailing labels or envelopes	15, 45, 101

REFERENCE: ISBN 0-538-25550-1

Taylor, N. B., Sanchez, J., & Ransbottom, L. (1987). Suncoast Civic Center: A general office assistant simulation (2nd ed.). Cincinnati: South-Western. (Simulation, 156 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	JOB NUMBER
Prepare leases	
on preprinted forms	20, 29

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	JOB NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Manipulate text	
prepare new document from existing documents	8, 15, 16, 31

DUTY AREA: Filing Materials Manually

TASK NAME	JOB NUMBER
Sort materials	
for alphabetic filing	4
for numeric filing	35
File materials	
with alphabetic filing system	4
with numeric filing system	35
Retrieve materials	
from files	11, 24, 28, 32
Establish filing systems	
manual system	4

DUTY AREA: Performing Financial Activities

TASK NAME	JOB NUMBER
Prepare business forms manually itemized bills, invoices or statements, cost of services, purchase orders	7, 10, 19, 21, 23
Prepare business forms using calculator financial statements	19

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	JOB NUMBER
Key documents from longhand or edited rough draft	2, 4
Maintain computer files	
create backup files	as directed by instructor
store documents on disks	2-5, 8, 9, 12-16, 18, 22, 25-27, 30, 31, 33-35
Key correspondence from longhand or edited rough draft	3, 5, 8, 9, 15, 16, 18, 22, 26, 27, 30, 31, 33
Key business reports or manuscripts from longhand or edited rough draft	14
Key agenda from longhand or edited rough draft	25
Key news release from longhand or edited rough draft	12
Key tabular information	13, 34, 35

DUTY AREA: Organizing and Planning

TASK NAME	JOB NUMBER
Organize workflow	
prioritize work	1-35

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	JOB NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	2-5, 8, 9, 12-16, 18, 22, 25-27, 30, 31, 33-35
Print mailing labels or envelopes	3, 8, 9, 15, 16, 18, 22, 26, 27, 31
Separate continuous-feed forms or paper	4, 14

DUTY AREA: Performing Clerical Activities

TASK NAME	JOB NUMBER
Prepare office for daily use	
prioritize work	1-35
Prepare documents for use by others	
duplicate materials on photocopier	9

DUTY AREA: Typewriting Activities

TASK NAME	JOB NUMBER
Type forms	
legal documents	6, 20, 29
purchase orders	10, 23
news releases	12
insurance forms	1, 17, 21
Type letters from longhand or edited rough draft	8, 9, 15, 16, 18, 22, 26, 27, 31
Type memos from longhand or edited rough draft	5, 30, 33
Type tables from longhand or edited rough draft	13, 34, 35
Type manuscripts from longhand or edited rough draft	14
Type brochures from longhand or edited rough draft	2
Type agenda from longhand or edited rough draft	25
Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft	4, 11, 24, 28, 32

REFERENCE: ISBN 0-538-23201-3

Troop, J., & Woo, D. (1986). DisplayWrite 3: A practical approach. Cincinnati: South-Western. (Application, 376 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities		X

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare agreements	47-48

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors (SPELL-CHECK)	184-198
Manipulate text	
move (rearrange) text	14, 36-37, 40-41
search and replace text	48-52, 93
insert text	31-33, 80-81, 93
delete text, files or records from storage	20-30
insert end-of-line hyphens into text	83-89, 109-111
process text and data using integrated software	346
assemble documents from stored text	312
prepare new document from existing documents	327-328, 340-342, 346-347
Maintain files	
revise stored repetitive material	23-26, 56-65, 79-80, 119-128, 134-135, 139-145, 209-212
rename files	105
maintain backup files	103-104
delete data from backup files	104-105, 114, 335

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms using computer	
financial statements	256-257

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	13, 299-294, 336, 340
Key mailing labels (create envelopes)	175-176, 361
Initialize disks	3-5
Maintain computer files	
store repetitive material	310, 330-333
create backup files	103-104
update spelling dictionary	188-189
store documents on disks	9-10, 175, 305, 323-324
Key correspondence from longhand or edited rough draft	131, 179-181, 361
Key business reports or manuscripts from longhand or edited rough draft	148, 270-277
Key outlines from longhand or edited rough draft	284-288
Key tabular information	200, 216-234, 240-245

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	15-16, 33, 38, 42, 48, 53, 59, 61, 65, 67-74, 80, 85, 89, 95, 121, 126, 130, 134, 136, 140, 143, 147, 150, 154, 160, 165, 170, 177, 181, 189, 194, 197, 203, 209, 212, 219, 222, 225, 227, 230, 234, 240, 243, 245, 247, 252, 257, 261, 263, 272, 288, 299, 311, 312, 314-315, 318, 324, 342, 364
Print mailing labels or envelopes	175-176, 361

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process mail	
maintain mailing list electronically	178-181

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Maintain mailing lists	
on computer	176-177
electronically	178-181

REFERENCE: ISBN None

Underwood, L., & Segal, D. (1989). *Quick reference guide: dBase III IBM PC*. New York: Dictation Disc. (Reference guide, 81 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication provides support materials for the workbook *Database*, by Iris Blanc and Elinore Hildebrandt.

REFERENCE: ISBN 0-538-23270-6

VanHuss, S. H., & Daggett, W. R. (1989). Electronic office systems. Cincinnati: South-Western. (Principles text, 611 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms	X	
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	70, 172-175

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	118, 130, 147-148, 185-188, 191-196
Manipulate text	
move (rearrange) text	152, 153
search and replace text	150-151
input	121-127
format	127-129
locate	129-131
merge text	158-159
processing documents/formatting	138-151
repetitive and boilerplate	152-158
Word processing functions	60-199

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	447-455
schedule appointments or meetings	458-459
maintain appointment book	457-458
cancel and reschedule appointments or meetings	458-459
arrange itineraries	455
arrange receptions, dinners or banquets	458-459
Prepare documents	
minutes of meetings	459
Make arrangements for employer	
for meetings	456-466
Deal with irate phone calls	286-288

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	388-391
Sort materials	
for alphabetic filing	389
for numeric filing	390
for geographic filing	389
for tickler filing	479-481
for chronological filing	390-391
File materials	
on microfilm or microfiche	392-398
Retrieve materials	
stored on microfilm or microfiche	396-398
Establish filing systems	
for magnetic media	204, 230-235
Update and revise filing systems	
update cross-referencing system and file index system	380-387

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key documents from longhand or edited rough draft	170-172
Input data	63-64, 122-127, 254-255, 413
into database files	229-230, 328, 444-446
Maintain computer files (store repetitive material, create backup files, create glossary files, update spelling dictionary, store documents on disks, revise spreadsheet formulas)	227-229, 385-388, 479-481
Document processing	139-151
Document productivity	168-185
Document quality	185-196
Document converted to microfilm	394-398
Key meeting minutes from longhand or edited rough draft	459

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Determine needs	
for software	45-53, 70-78, 86-107, 202-222, 241-377, 548, 565

DUTY AREA: Maintaining Office Supplies and Forms

TASK NAME	PAGE NUMBER
Maintain office supplies	412-422

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
plan office layout and workflow	1-38, 43-46, 231, 440-442, 472-525
establish system to prioritize work	473-483
prioritize work	253, 457-458, 463
schedule custodial and maintenance services	27-28
establish system for logging work in and out	479
Maintain efficient, pleasant work environment	498-517
in reception room	465-470
Establish and update procedures and standards	
establish procedures for use of clerical/administrative services	235-238, 385-386
Develop and analyze reports	
develop clerical/administrative services operating budget	47-56
prepare statistical reports on clerical/administrative services productivity	53-56

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	351-375
Receive data via modem	95-96, 293-312
data capture devices	209-211
Transmit data	
via electronic bulletin board or electronic mail	308, 559
via modem	95-96, 293-312
Copiers (reprographics)	77, 343-350

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
duplicate materials on photocopier	342-387
Process telephone calls	
incoming calls	266-268, 274-275
Process mail	
incoming	273-280, 329-334
outgoing	329-334
maintain mailing list electronically	329-334
voice mail	275-280
Prepare bulletin board display	308

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process outgoing mail	
packages for shipping	332-333
Process bulk mail	76
Process electronic mail	13, 112, 304-307

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase requisitions	421
purchase orders	421
resumes	535-541
application letters	535-536
Type tables from longhand or edited rough draft	147-148
Type special pages for manuscripts or reports	149

REFERENCE:

ISBN 0-538-23950-6

VanHuss, S. H., & Matthews, A. L. (1988). Editing applications for word processing. Cincinnati: South-Western. (Application, 225 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	34, 36-37, 58, 60, 62, 66, 92-95, 98, 112, 137-138, 142, 146-148, 170, 174, 182
Verify data and correct errors	38, 42, 61
Manipulate text	
search and replace text	99
assemble documents from stored text	62, 66, 94, 113, 118, 142, 178
prepare new document from existing documents	39

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
store repetitive material	62, 66, 95, 113, 118, 140, 142, 178
Key correspondence from longhand or edited rough draft	34, 36-39, 42, 58-61, 66, 67, 109, 112, 137, 138, 146, 148
Key business reports or manuscripts from longhand or edited rough draft	22, 90, 92, 95, 98, 170, 174, 182
Key tabular information	67, 92, 93, 94, 99, 137, 146, 170, 177, 178, 182

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	34, 36, 37, 38, 39, 42, 58, 59, 60, 61, 62, 66, 67, 90, 92, 93, 94, 98, 112, 113, 119, 140, 142, 146, 148, 170, 174, 182

REFERENCE: ISBN None

Vento, C. (1987). Quick reference guide: Introductory SuperCalc 3 IBM PC. New York: Dictation Disc. (Reference guide, 38 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This publication provides support materials for the text Spreadsheets: Applications and exercises, by Iris Blanc and Cathy Vento.

REFERENCE: ISBN None

Visaggi, J, & Kmech, L. (1978). Comprehensive machine transcription course (Book I, "A" Sides). New York: Dictation Disc. (Applicaton, 207 pages.)

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Transcribe dictation from recorded media	9-10, 12-70 (cassettes 1A - 16B on pages 12-70 include 170 letters and memos; correct transcript is included for letters and memos)

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key correspondence from machine transcription	12-70 (includes 170 letters and memos)

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type letters from machine transcription	8-10, 12-70 (cassettes 1A - 16B on pages 12-70 include 170 letters and memos; correct transcript is included)
Type memos from machine transcription	23, 42, 49, 58, 63, 65, 66-68, 201, 203-207 (correct transcript is included)

REFERENCE: ISBN 0-538-11430-4

Wallace, H. R., & Masters, L. A. (1989). Personality development for work (6th ed.). Cincinnati: South-Western. (Principle, 230 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents	X	
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment	X	
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Preparing Court Documents

TASK NAME	PAGE NUMBER
Prepare answers	158-176
answers	173
counterclaims	174
cross-claims	158-176

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
schedule appointments or meetings	37-51, 52-63
Make arrangements for employer	68-89
Make notes on employer's mail	195-211, 209
Call telephone repair service	177-194, 192
Page employees	189-191, 192
Deal with irate phone calls	112-127, 127, 177-194, 194

DUTY AREA: Maintaining Office Equipment

TASK NAME	PAGE NUMBER
Report malfunctions	
place service calls for office equipment	37-51, 50

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	52-63, 64-76
establish system to prioritize work	64-76
prioritize work	64-76
Maintain efficient, pleasant work environment in working environment	77-93
Maintain positive public relations	37-51
expedite charitable and civic contributions	48-49

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	38-51
incoming calls	38-40
outgoing calls	38-40

REFERENCE: ISBN 0-88294-754-0

Walrath, L. A., & Kaar, R. A. (1982). Video Dynamics: A simulation using business forms. Baltimore: Rowe. (Simulation, 47 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare promissory notes on preprinted forms	29-30

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
payments	10, 25, 26
reqests for quotation	13, 14, 15
purchase orders	13, 16, 17
Prepare business forms manually	
itemized bills, invoices or statements	11, 12, 18, 19
bank deposits	27, 28
sales order	8, 9
credit memo	22
bills of lading	31, 32
receiving report	33
returned goods report	34
purchase requisition	38
inventory sheet	35-37
monthly statements to customers	23, 24
Prepare business forms for payroll	39-43

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Key tabular information	6, 7, 9, 11, 12, 14, 15, 16, 17, 19-28, 31-43

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print mailing labels or envelopes	31

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
purchase requisitions	38
purchase department	13-18
retail sales	9-12, 18-24
payroll records	39-43
personnel employment	5-8
shipping	30-34
inventory control	35-38

REFERENCE: ISBN 0-538-60048-9

Whalen, P. M. (1989). Basic skills for the modern office (2nd ed.). Cincinnati: South-Western. (Application, 281 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents	X	
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer	X	
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files	X	
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning	X	
Printing, Distributing and Receiving Output	X	
Performing Clerical Activities	X	
Processing Mail	X	
Typewriting Activities	X	

DUTY AREA: Preparing Client Documents

TASK NAME	PAGE NUMBER
Prepare wills	123-125

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation	
in shorthand	99
Transcribe dictation	
from shorthand	99
from recorded media	100

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	253
verify data and correct errors	274
Manipulate text	
prepare new document from existing documents	83

DUTY AREA: Coordinating and Performing Activities for Employer

TASK NAME	PAGE NUMBER
Schedule appointments and meetings	
make travel arrangements	271
schedule appointments or meetings	272
maintain appointment book	272
cancel and reschedule appointments or meetings	272
arrange itineraries	271
Prepare documents	
travel expense vouchers	274

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Code materials for filing	167, 171-172, 200
Sort materials	
for alphabetic filing	167, 168-170, 171-172
for numeric filing	200
for geographic filing	200

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Prepare business forms manually	
itemized bills, invoices or statements	138
Prepare business forms using calculator	
financial statements	137, 138
Control petty cash fund	254

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME	PAGE NUMBER
Maintain computer files	
store documents on disks	99, 100
Key correspondence	
from longhand or edited rough draft	61, 62, 65, 66, 67, 83, 253
from machine transcription	100
Key business reports or manuscripts from longhand or edited rough draft	121
Key tabular information	126

DUTY AREA: Organizing and Planning

TASK NAME	PAGE NUMBER
Organize workflow	
prioritize work	39

DUTY AREA: Printing, Distributing and Receiving Output

TASK NAME	PAGE NUMBER
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper	61, 26, 65, 66, 67, 83, 99, 100, 121, 126, 252
Print mailing labels or envelopes	61, 66, 67, 252
Separate continuous-feed forms or paper	121

616

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Process telephone calls	
incoming calls	229, 230
outgoing calls	231
Process mail	
incoming	249-250
outgoing	252

DUTY AREA: Processing Mail

TASK NAME	PAGE NUMBER
Process incoming mail	
forward mail	249
Process outgoing mail	
specialized mail, such as registered, certified or insured mail	252

DUTY AREA: Typewriting Activities

TASK NAME	PAGE NUMBER
Type forms	
legal documents	123-125
purchase orders	137
invoices	138
Type letters	
from longhand or edited rough draft	61, 66, 67, 83, 253
from machine transcription	100
from dictation	99
Type memos from longhand or edited rough draft	62, 65
Type tables from longhand or edited rough draft	126
Type manuscripts from longhand or edited rough draft	121
Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft	61

REFERENCE: ISBN 0-07-071632-3

Wood, M. (1988). The Linden family: A personal recordkeeping practice set (3rd ed.). New York: Gregg Division/McGraw-Hill. (Simulation, 38 pages plus materials).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files	X	
Coordinating and Performing Activities for Employer		X
Filing Materials Manually	X	
Performing Financial Activities	X	
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities	X	
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME	PAGE NUMBER
Proofread documents for content, format and typographical errors	as directed by instructor
Verify data and correct errors	12, 15, 16, 19, 21, 25, 26, 27, 30, 31, 32

DUTY AREA: Filing Materials Manually

TASK NAME	PAGE NUMBER
Establish filing systems	
manual system	2 file folders for the packet
record retention policies	23 (for the packet)

DUTY AREA: Performing Financial Activities

TASK NAME	PAGE NUMBER
Process forms manually	
write checks for payment	11, 12, 13, 15, 16, 17, 18, 19, 20, 21, 25, 26, 27, 30, 31
Prepare business forms manually	
bank deposits	5-6, 13, 14, 18, 26
Reconcile forms	
bank statements	22
Process journal entries manually	
make entries to record income and expenses	11-33

DUTY AREA: Performing Clerical Activities

TASK NAME	PAGE NUMBER
Prepare documents for use by others	
verify calculations	12, 15, 16, 19, 21, 25, 26, 27, 30, 31, 32

REFERENCE: ISBN 0-574-20115.7

Yasui, H. (1989). Desktop publishing: Technology and design. Chicago: SRA. (Concept, 242 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation		X
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

This is an orientation level publication which assumes no prior experience with computers or graphic arts. The material is helpful for teachers of desktop publishing with Macintosh and IBM/compatible computers.

REFERENCE: ISBN 0-07-073674-X

Zoubek, C. E. (1989). Gregg shorthand: College book 2 instructor's edition. New York: Gregg Division/McGraw-Hill. (Drill/reading/writing practice, 502 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	12-38 86-332
Transcribe dictation from shorthand	86-332

REFERENCE: ISBN 0-07-073664-2

Zoubek, C. E. (1990). Gregg shorthand: Basic principles. New York: Gregg Division/McGraw-Hill. (Princples/drill, 371 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	265, 269, 273, 277, 283, 287, 291, 295, 301, 305, 309, 313
Transcribe dictation from shorthand	265-266, 269-270, 273-274, 277-278, 283-284, 287-288, 291-292, 295-296, 301-302, 305-306, 309-310, 313-314

This is a first semester shorthand book. Lessons 1-40 are theory development with "reading and writing" practice.

REFERENCE: ISBN 0-07-073667-7

Zoubek, C. E., & Condon, G. A. (1988). Gregg shorthand: College book 1 instructor's edition. New York: Gregg Division/McGraw-Hill. (Drill/reading/writing practice, 479 pages).

DUTY AREAS INCLUDED	YES	NO
Preparing Client Documents		X
Preparing Court Documents		X
Taking and Transcribing Dictation	X	
Editing and Correcting Documents, Records and Files		X
Coordinating and Performing Activities for Employer		X
Filing Materials Manually		X
Performing Financial Activities		X
Inputting and Storing Documents and Files		X
Preparing Medical Records and Insurance Forms		X
Maintaining Office Equipment		X
Maintaining Office Supplies and Forms		X
Organizing and Planning		X
Printing, Distributing and Receiving Output		X
Performing Clerical Activities		X
Processing Mail		X
Typewriting Activities		X

DUTY AREA: Taking and Transcribing Dictation

TASK NAME	PAGE NUMBER
Take dictation in shorthand	27-29, 35-38, 263, 267, 272, 276, 281, 285, 289, 294, 299, 303, 308, 312
Transcribe dictation from shorthand	263-264, 268, 272-273, 276-277, 281-282, 285-286, 290, 294-295, 299-300, 304, 308-309, 312-313

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